

TITLE:	Helpdesk Technician	STATUS:	Non-Exempt/At-Will
REPORTS TO:	Campus Technology Manager	TERMS:	223 Days
DEPARTMENT:	Technology	PAY GRADE:	PT2

PRIMARY PURPOSE:

Serve as the first contact with customers who need technical assistance via phone, email and district help desk software. Responsibilities include the initial assessment, triage, research and resolution of basic incidents or service requests. Diagnose and repair laptops, desktops, chromebooks and iPads.

QUALIFICATIONS:

Education/Certification:

High school diploma or GED

Certificates as determined by the District including a valid Texas Driver License

Special Knowledge/Skills:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals

Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form

Ability to proficiently use standard office programs including: MS Word, MS PowerPoint, Excel, Google Docs, Sheets, and Slides

Ability to type accurately and proficiently

Ability to repair technology equipment

Ability to diagnose problems in both computer hardware and software

Ability to exercise good judgment and work in an environment with frequent interruptions and competing priorities.

Experience:

Two years or more of related technical experience in a call center environment. (preferred).

Knowledge of PC and Chromebook repair (A+ Certification preferred).

Such additions and alternatives to the above qualifications as the Board of Trustees may find appropriate and acceptable.

WORKING CONDITIONS:

Mental Demands/ Physical Demands/Environmental Factors:

While performing the duties of this job, the employee is regularly required to talk and hear. The employee is frequently required to walk, sit, and use hands for fine manipulation. Frequent walking, standing, climbing (stairs and ladders), stooping, bending, kneeling, reaching, and carrying while lifting up to 50 lbs and 25 lbs overhead is required. The employee must maintain emotional control under stress, and occasionally work prolonged and/or irregular hours. Frequent district-wide travel is also required. Specific vision abilities required by this job include close vision. The work environment is mostly a standard office setting including standard office equipment (copier, phone, computer, etc.). The noise level in the work environment is usually low to moderate.

Essential Functions:

1. Must be able to demonstrate ability to triage and troubleshoot intermediate computer based issues in a call center environment.
2. Exceptional customer service.



3. Must have great verbal and written communications skills in order to effectively interact with customers, team members and IT management.
4. Respond to technology service requests in a timely manner.
5. Observe and report equipment performance deficiencies and perform equipment repairs.
6. Install software as directed.
7. Provide technical assistance to staff and students for the use of technology equipment.
8. Provide prompt follow up communications via telephone or email about tickets to users when appropriate.
9. Verify that computer and network equipment is in proper operating condition and report malfunctions in a timely manner.
10. Maintain accurate records of time, parts, materials and duties performed in the repair and service of district equipment.
11. Identify ways to improve business processes with the goal of increasing customer satisfaction.
12. Strong understanding of the district's and department's goals and objectives.
13. Maintain confidentiality of information.
14. Meet regular and predictable attendance requirements.
15. Observe all safety rules and keep work area clean and orderly at all times.
16. Perform other task and responsibilities as assigned by the supervisor or the Director of Technology.
17. Comply with policies established by federal and state law, State Board of Education rule, and local board policy.

The above statements are intended to describe major job functions of this position and are not intended to represent an exhaustive list of all responsibilities, duties, and skills required. The Superintendent or designee may assign additional duties when deemed appropriate.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in the job description are representative of the knowledge, skills, ability, and physical demands required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Special funding: If my position is funded by grants, federal funding, or other special funding, I understand that my employment is expressly conditioned on the availability of full funding for the position. If full funding becomes unavailable my employment is subject to termination or nonrenewal, as applicable. I understand this job description is supported by a single cost objective, even though funding could be split among multiple sources.

I have read and understand the responsibilities and duties required for this position as outlined above. I understand the duties and can perform all essential job functions listed above.

_____ Signature	_____ Printed Name	_____ Date
_____ Supervisor Signature	_____ Printed Name	_____ Date