

Job Title: Help Desk Specialist

Reports to: Executive Director of Learning Technologies and Support Services

Exemption Status: Nonexempt

Calendar/Days: 226

Primary Purpose: Assist the Technology Department in daily support related activities. Provide a single point of contact for district staff to resolve problems relating to computer and communications related services. Responsible for phone support, technology issue evaluation, and distribution of technology-related work orders.

Qualifications:

Education/Certification:

High school diploma or GED

Valid driver's license

Technology Certification(s) preferred

Special Knowledge/Skills:

Proficiency in Google Workspace Applications

Proficiency in Mac and Windows operating systems

Knowledge of Incident IQ and ticketing systems

Strong organizational and communication skills

Ability to detect and resolve technical or technology related problems

Ability to be detail oriented

Ability to work under stressful deadlines

Experience:

Experience in a K-12 public school system

Data processing skills

Customer service experience

Major Responsibilities and Duties:

1. Serve as the first point of contact for end-users seeking technical assistance over the phone or email.
2. Perform remote troubleshooting.
3. Work cooperatively to assist end-users to resolve problems and use software and hardware.
4. Install, make changes and repair computer hardware and software.
5. Install computer peripherals for users.
6. Process technology related work orders within the Royse City ISD ticketing system and assign priority to work orders.
7. Evaluate and recommend technology-related repairs and costs. Arrange for contract repairs for work that cannot be performed by district staff.
8. Analyze and identify trends in issue reporting and devise preventative solutions.
9. Create, update, and organize Technology Department documentation.
10. Assist to create, schedule, and present technology training to Royse City ISD staff.
11. Assist in tracking software materials and licenses, performing routine inventories and filing.

12. Prepare correspondence, memorandums, forms, requisitions, and reports for the technology department.
13. Support the mission and goals of Royse City ISD.
14. Comply with federal and state laws, State Board of Education rule, and board policy.
15. Participate in professional development to improve skills related to job assignment.
16. Maintain confidentiality.
17. Demonstrate professional, ethical and responsible behavior.
18. Perform other duties as assigned.

Supervisory Responsibilities:

None

Mental Demands/Physical Demands/Environmental Factors:

Tools/Equipment Used: Hand tools and test instruments for electronic repairs and cable installations; personal computers and peripherals

Posture: Prolonged sitting; regular kneeling/squatting, bending/stooping, pushing/pulling, twisting

Motion: Repetitive hand motion; frequent keyboarding and use of mouse; regular walking, grasping/squeezing, wrist flexion/extension, reaching; prolonged use of computer and phone

Lifting: Moderate lifting and carrying (up to 44 pounds)

Environment: Occasional prolonged and irregular hours; occasional district wide travel; May be required to be on-call.

Mental Demands: Work with frequent interruptions; maintain emotional control under stress