RICH TOWNSHIP HIGH SCHOOL DISTRICT 227

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POSITION DESCRIPTION

Job Title: Help Desk Technician
Reports To: Director of Technology
FSLA Status: Non-Exempt
Terms of Employment: Twelve-month, full-time employment
Hourly salary as established in the Agreement

As a Help Desk Technician, you will provide support to our parents and students via phone, email, walk-in, and computer chat. You will ask appropriate questions and use knowledge and resources to diagnose and resolve their issues. You will escalate issues that extend beyond your span of control.

Qualifications

- Preferred experience as a help desk technician or other customer support role
- Tech-savvy with working knowledge of office automation products, databases, and remote control
- Good understanding of computer systems, mobile devices, and other technology products
- Ability to diagnose and resolve fundamental technical issues
- Excellent communication skills
- Customer-oriented and cool-tempered
- BSc/BA in IT, Computer Science, or relevant field is preferred

Responsibilities

- Serve as the first contact with parents or students who need technical assistance
- Perform remote or in-person troubleshooting through diagnostic techniques and pertinent questions
- Walk the parent or student through the problem-solving process
- Determine the best solution based on the issue and details provided
- Follow-up and update parents or students status and information
- Direct unresolved issues to the next level of support personnel
- Pass on any feedback or suggestions by parents or students to the appropriate internal teams
- Provide support and training to the campus student-lead help desk
- Identify and suggest possible improvements in procedures
- Manage any internal Help Desk tickets promptly
- Keep a record of problems and their resolution
- Develop, evaluate, and customize training materials and procedures.
- Troubleshoot, diagnose, and resolve technical hardware and software issues as requested

PHYSICAL REQUIREMENTS

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to talk, hear, and use hands and fingers to operate a computer keyboard and telephone. Frequent sitting and occasional walking are also required.

March 15, 2021