

Position Description

INFORMATION TECHNOLOGY HELP DESK TECHNICIAN

JOB SUMMARY:

The job of the Information Technology Help Desk Technician is performed under the general direction of the school Digital Learning Specialist and Building Principal. It is designed to assist staff and students with first-line (Tier 1) support for hardware and software issues.

JOB FUNCTIONS:

- Responds to initial requests for technical support from students and staff. Assesses malfunctions of hardware and/or software applications for the purpose of determining appropriate actions to resolve the issue. This can include escalating the issue to higher level tech staff.
- Assists students and teachers in the use of computer technology, software applications and related hardware for the purpose of maintaining an environment that is conducive to learning.
- Assists in preparing documentation (e.g. reports, instructions, memos, etc.) for the purpose of providing written support and/or conveying information.
- Under the direction of technical staff, assists with the installation of computer hardware and software for the purpose of providing and upgrading computers and instructional materials for the classrooms and computer labs.
- Instructs students and teachers in the use of computer technology, software applications, and related hardware for the purpose of enhancing their understanding of technology and its capabilities.
- Performs routine and preventive maintenance of technology equipment for the purpose of ensuring the availability of equipment in safe operating condition.
- Additional duties as required by the Director of Technology.

QUALIFICATIONS:

A. Education

- o Bachelor's degree or equivalent work experience.

B. Experience

- o Experience with Macintosh OS, Chrome OS as well as limited Windows operating systems. Basic knowledge of OS X server a plus. General working knowledge of databases, spreadsheets, word processing and online applications. Familiarity with GSuite, Google Sites and Gmail. Overall, a minimum of 2-3 years of experience in a technology support capacity.

C. Other Considerations and Requirements

- o Ability to work as an effective member of a team. Excellent written and interpersonal communication skills. Ability to work with all stakeholders in a collaborative and effective manner. Strong attention to detail.

TERMS OF EMPLOYMENT:

180 Day Contract – 6.75 hours per day- Benefits

REPORTS TO:

Director of Technology

Digital Learning Specialist

EVALUATION:

In accordance with district procedures.

PHYSICAL ACTIVITY REQUIREMENTS:

Primary Physical Requirements:

1. Lift up to 10 lbs.:	Frequently required
2. Lift 11 to 25 lbs.:	Occasionally required
3. Lift 25 to 50 lbs.:	Rarely required
4. Lift over 50 lbs.:	Not required
5. Carry up to 10 lbs:	Frequently required
6. Carry 11 to 25 lbs:	Occasionally required
7. Carry 26 to 50 lbs:	Rarely required
8. Carry over 50 lbs:	Not required
9. Reach above shoulder height:	Occasionally required
10. Reach at shoulder height:	Occasionally required
11. Reach below shoulder height:	Occasionally required
12. Push/Pull:	Occasionally required

Hand Manipulation:

1. Grasping:	Occasionally required
2. Handling:	Occasionally required
3. Torquing:	Occasionally required
4. Fingering	Frequently required
All technology systems	

Other Physical Consideration:

1. Twisting:	Rarely required
2. Bending:	Occasionally required
3. Crawling:	Rarely required
4. Squatting:	Rarely required
5. Kneeling:	Rarely required
6. Crouching:	Occasionally required
7. Climbing:	Rarely required
8. Balancing:	Rarely required

Work Surface (s):

Varies from carpeting, linoleum to tile.

During the Work Day, Employee is Required to:

Sit: 4 hrs Stand: 2 hrs Walk: 2 hrs

Cognitive and Sensory Requirement(s):

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| 1. Talking: | Necessary for communicating with others. |
| 2. Hearing: | Necessary for receiving instructions and inquiries. |
| 3. Sight: | Necessary for doing job effectively and correctly. |
| 4. Tasting and Smelling: | Not required. |