



Tolleson Union High School District #214
Technical Support Specialist II– IT Help Desk II

Purpose

The purpose of a Technical Support Specialist II – IT Help Desk II is done for the purpose/s of providing the Tolleson Union High School District with support in all areas of Information Technology/Information Systems functions including the continuing operation, maintenance, and upgrade of new and existing district Information Technology infrastructure.

Qualifications

Required:

1. High school diploma or General Educational Development diploma (GED).
2. Must possess and maintain a Department of Public Safety (DPS) Identity Verified Print (IVP) Fingerprint Clearance Card.
3. Must possess a valid Arizona Driver's License.
4. Experience (2-3 years) with microcomputer hardware and software support in a network environment. Experience with Microsoft office, Windows 95/98/2000/XP/2003 OS (server and workstation), installation, setup and troubleshooting skills is essential.
5. Certification to perform maintenance, diagnostics, repairs and upgrades of district computer equipment.
6. Knowledge and experience with networking software and hardware.
7. Ability to work with multiple priorities and tasks.
8. Proficient with Office 365 Portal, Microsoft Office Suite – Excel and Access.
9. Excellent customer service, interpersonal and technical support skills.
10. Excellent organizational skills and attention to detail with the ability to work within specific time frames.
11. Strong oral and written communication skills with the ability to maintain rapport and composure with parents, students, staff, and the public.

Preferred:

1. MCP, A + Certifications.
2. Bilingual in English and Spanish.

Essential Functions

1. Perform installation, maintenance, diagnostics, repairs and upgrades of personal computers, networks and peripherals.
2. Maintain system and end user documentation regarding IT/IS infrastructure.
3. Analyze and resolve problems associated with PC hardware, Windows 9X, 2000, and XP Operating Systems, and associated application software.
4. Provide reports and/or logs of all maintenance and repairs performed.
5. Maintain inventory logs of all computer equipment.

6. Assist in providing staff development for certified and support staff to improve use of district computers and software.
7. Perform special projects using computers and software to improve job performance and efficiency.
8. Log all work orders in system database.
9. Coordinate, prioritize and schedule site work orders with campus administration and/or requests.
10. Coordinate work assignments for computer technicians.
11. Prepare weekly reports for Manager summarizing field staff activities.
12. Acquire pricing and product information for necessary materials to complete work orders.
13. Maintain accurate financial records for materials purchased and computer department budgets.
14. Perform periodic maintenance, modifications and repairs to computer systems and equipment.
15. Perform service/repair analysis on computers and equipment.
16. Conduct training sessions for employees in software programs.
17. Attend software provider training sessions and gain competence in student administrative software, both from the user perspective as well as network perspective.
18. Attend training sessions and gain competence in curriculum data base software, both from the user perspective as well as network perspective.
19. Responds to inquires of staff, the public, parents and/or students (e.g. scheduling appointments, providing information on school policies and procedures) for the purpose of providing information and/or direction.
20. Support assigned administrative personnel for the purpose of providing assistance with their administrative functions.
21. Maintains a high level of ethical behavior and confidentiality.
22. Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Skills, Knowledge, and Abilities

SKILLS are required to perform multiple, non-technical tasks with a need to occasionally upgrade skills in order to meet changing job conditions. Specific skills required to satisfactorily perform the functions of the job include: applying pertinent codes, policies, regulations and/or laws; operating standard office equipment including utilizing pertinent software applications; and preparing and maintaining accurate records.

KNOWLEDGE is required to perform basic math, including calculations using fractions, percents, and/or ratios; read a variety of manuals, write documents following prescribed formats, and/or present information to others; and understand complex, multi-step written and oral instructions. Specific knowledge required to satisfactorily perform the functions of the job includes: common office machines and software.

ABILITY is required to schedule activities and/or meetings; often gather, collate, and/or classify data; and use basic, job-related equipment. Flexibility is required to independently work with others in a wide variety of circumstances; work with data utilizing defined but different

processes; and operate equipment using defined methods. Ability is also required to work with a diversity of individuals and/or groups; work with similar types of data; and utilize job-related equipment. In working with others, problem solving is required to identify issues and create action plans. Problem solving with data may require independent interpretation; and problem solving with equipment is limited. Specific abilities required to satisfactorily perform the functions of the job include: being attentive to detail; communicating with diverse groups; maintaining confidentiality; meeting deadlines and schedules; and working under time constraints. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision depth perception, and the ability to adjust focus.

Responsibility

Responsibilities include: working under limited supervision using standardized practices and/or methods; leading, guiding, and/or coordinating others; and operating within a defined budget. Utilization of some resources from other work units may be required to perform the job's functions. There is a continual opportunity to have some impact on the organization's services.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: the employee will be required to reach with hands and arms; some lifting, carrying, pushing, and/or pulling, some stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity; the employee is frequently required to stand, walk, bend, and sit; the employee is occasionally required to climb, or balance and stoop or kneel; the employee must regularly lift and/or move up to 10 pounds, and occasionally lift and/or move up to 35 pounds. Generally, the job requires 60% sitting, 10% walking, and 30% standing. The job is performed under conditions with some exposure to risk of injury and/or illness. The employee will regularly work indoors. The noise level in the work environment is usually moderate.

Reports to:	Director of Information Technology
Terms of Employment:	Twelve-months, full time
Evaluation:	This position will be evaluated annually as outlined in Governing Board Policy.
FLSA Status:	Non-Exempt
Salary Range:	Information Technology Initial Placement Salary and Schedule, Grade 4
Board Approval:	11/19/01 05/21/04 5/28/2024 (Revised)