

**Hutchinson Public Schools  
Job Description**

**Job Title:** Helpdesk Specialist  
**Department:** Technology Support Services  
**Responsible To:** Director of Technology  
**FLSA Status:** Nonexempt  
**Prepared By:** Human Resources, February 1, 2006  
**Approved By:** Board of Education, February 13, 2006  
**Updated:** May 5, 2011, June 4, 2014, June 14, 2017, June 3, 2021

**SUMMARY**

Serve as the first point of contact for staff seeking assistance with technology issues by performing the following duties.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Includes the following: Other duties as assigned.

- Receives service requests by telephone, email or TMA software system.
- Troubleshoots and resolves or escalates service requests as appropriate.
- Assists in support and administration of core district software applications.
- Assists other Technology Support Center staff with user account creation and management.
- Provides general network support in all district operating environments.
- Instructs staff in effective use of district hardware and software.
- Participates in the research, evaluation and implementation of new technologies.
- Participates in the documentation needs of Technology Support services.
- Works closely with other Technology Support personnel to ensure the technology needs of USD 308 are being met.

**SUPERVISORY RESPONSIBILITIES**

This position does not require supervisory responsibilities.

**QUALIFICATIONS**

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

**EDUCATION and/or EXPERIENCE**

Bachelor's degree (B.A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

**LANGUAGE SKILLS**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

**MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

**REASONING ABILITY**

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

**CERTIFICATES, LICENSES, REGISTRATIONS**

Two years experience with computer software, hardware, maintenance and training of users. Technical expertise in the management of computer systems. Support experience in the computer environment on PC and Macintosh computers. Experience in a variety of PC and Macintosh software applications including the Windows environment.

**PHYSICAL DEMANDS**

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 frequently required to stand; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to walk; climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move more than 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing 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 frequently exposed to risk of electrical shock. The employee is occasionally exposed to moving mechanical parts; high, precarious places; fumes or airborne particles; toxic or caustic chemicals; outside weather conditions; risk of radiation; and vibration. The noise level in the work environment is usually moderate.

**ACKNOWLEDGMENT**

I have read and understand the essential functions of the position set forth in this Job Description and certify that I am capable of fully performing each of said essential functions without accommodations or with the following accommodations:

I understand that any misrepresentation regarding my abilities to perform the essential functions of the position may result in disciplinary action including termination of employment. I also understand that punctual and regular attendance is a specific condition of continued employment in accordance with District policies.

Further, this Job Description is not intended as a contract of employment, nor to be construed as a guarantee of employment for any specific period of time or any specific type of work. I agree and acknowledge that my employment is "at will" and can be terminated, with or without cause or notice, at any time by USD 308 or myself.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_