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## POSITION DESCRIPTION

Independent School District No. 284  
Wayzata, Minnesota 55391

This Position Description was updated August 2022

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- I. Position Title: Technology - Help Desk Technician  
Unit: Unaffiliated  
Classification: Level 2
- II. Reporting Relationships:  
The Technology - Help Desk Technician reports to the Manager of Support and Information Services. This position is responsible to that person for the proper interpretation and performance of the job duties and responsibilities.
- III. Basic Function of the Position:  
The Technology - Help Desk Technician provides district wide support of technology hardware and software while maintaining a high level of customer service. This work includes, but is not limited to: problem solving district wide hardware and software issues; implementation of new hardware and software; maintenance of hardware and software; technology equipment repair and service; testing and implementing software and hardware associated with teaching and learning.
- IV. Duties and Responsibilities of the Position:
- A. Provide exceptional customer service and support to all district stakeholders to ensure a world-class technology experience.
  - B. Test, install, troubleshoot, repair and maintain hardware and software used by district staff and stakeholders including, but not limited to, computers, interactive whiteboards, mobile devices, audio/video equipment, document cameras and other district technologies.
  - C. Install, update, maintain and ensure security of all District operating systems.
  - D. Effectively utilize Desktop and Mobile Device Management software to support district stakeholders.
  - E. Manage technical support and repair tickets using the district identified tracking method, providing documentation on issues and resolutions ensuring conformance to the department's required metrics.
  - F. Elevates complex and/or high priority problems to the appropriate support groups for resolution.
  - G. Answers the main help desk phone line 5100 as part of the technology support team.
  - H. Verifies that suggested solutions effectively resolve the user's' problems through verbal or email follow up.
  - I. Keep informed on new technology by attending approved training sessions, approved classes, studying printed material or other self-directed learning opportunities.
  - J. Create knowledge base articles on a weekly basis and assists in creating internal documentation in the form of reference guides and tip sheets.
  - K. Works on Help Desk related projects as assigned by supervisor.
  - L. Performs other responsibilities and duties as assigned or apparent.

- V. Supervisory Responsibilities:  
None.
- VI. Education and/or Experience:  
Minimum of 2 years of college or post secondary education and 2 years of experience in the support and maintenance of hardware and software.
- VII. Certificates, Licenses and Registrations:  
This position requires CompTIA A+ certification and experience with educational technology applications, valid driver's license and a vehicle to travel in district.
- VIII. Language Skills:  
Ability to read and interpret documents and manuals such as operating and instruction manuals, software manuals and procedure manuals. Ability to present information effectively orally or in writing to staff and colleagues. Ability to write reports and correspondence.
- IX. Mathematical Skills:  
Ability to calculate figures and amounts, including discounts, interest, percentage, averages, totals and to balance cash funds. Ability to calculate cost purchase of computer hardware and software, network equipment, wiring and other related items.
- X. Reasoning Ability:  
Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variable in standardized situation. Lead projects associated with technology, technology use and training. Ability to communicate technical items to a variety of non-technical staff. The ability to research answers to hardware and software issues.
- XI. Other Skills and Abilities:  
The ability to operate personal computers (Macintosh and Windows) word processing, databases, graphics and spreadsheets. Possess good organizational skills and to prioritize projects and work. Ability to communicate clearly and concisely, both orally and in writing and ability to develop effective working relationships with staff, parents and the school community. Must have complete knowledge of support and repair Mac and PC computes as well as troubleshoot software and hardware situations and assist in network support.
- XII. Physical Demands:  
While performing the duties of this job the employee is regularly required to sit; repeat the same hand, arm or finger motion to operate computers and machines; and talk or hear. The employee is also required to stand, walk, lift, push and pull. The employee must push and pull up to 100 pounds, such as a TV on a cart, push and occasionally lift boxes weighing 75 pounds. The employee is regularly required to meet deadlines with severe time constraints and interacts with the public and staff in addition to meeting multiple demands from several people.
- XIII. Work Environment:  
The noise level in the work environment varies depending on type of work being done. Work is performed indoors.