

Cape Girardeau Public School District No. 63

Job Description

Job Title: Technology Help Desk Technician

Terms of Employment: 12 month contract; 260 days

FLSA Status: Non-Exempt

Reports to: Technology Engineer Coordinator

Brief Description of Position:

The Technology Help Desk Technician will be responsible for assisting the Technology Department with technical support of district-provided mobile devices, desktop computers, applications, and related technology. Support includes specification, installation, and testing of computer systems and peripherals within established standards and guidelines as well as general administrative assistant responsibilities.

Qualifications:

- Bachelor's degree in technology-related area of study or equivalent work experience in technology-related field
- Excellent oral and written communication skills
- Skills in human relations, leadership and conflict management.
- Demonstrates skills of Windows XP through 10, Google Apps, Microsoft Office, Windows Server, DHCP, Group Policy, Print Management, Remote Desktop, Active Directory User Management, and Deployment Services
- Possesses strong networked systems and troubleshooting skills
- Ability to work independently and manage multiple tasks under deadlines.
- Possesses the willingness to learn new skills as well as technological proficiency.
- Demonstrated ability to meet and effectively deal with the general public in a courteous manner
- Must possess strong organizational skills as well as the ability to handle multiple projects professionally
- Must maintain a high level of ethical behavior and confidentiality of information as required by law.
- Demonstrate analytical and problem-solving skills.
- Knowledge, understanding and demonstrated aptitude or competence in the performance responsibilities listed below

Essential Functions and Duties:

- Attends department and/or in-service meetings for the purpose of conveying and/or gathering information required to perform functions.
- Provides help desk support for walk-ins and work order tickets.
- Assists staff with the installation, configuration and ongoing usability of district-provided mobile devices, desktop computers, peripheral equipment and software within established standards and guidelines.
- Works with vendor support contacts to resolve technical problems with desktop computing equipment and software.

- Works with help desk and network operations staff as appropriate to determine and resolve problems received from clients.
- Trains and orients staff and students on use of district-provided mobile devices and hardware and software.
- Recommends and/or performs upgrades on systems to ensure longevity.
- Works with procurement staff to purchase hardware and software.
- Assesses functional needs to determine specifications for purchases.
- Works with Technology Department during summers and school closed days with departmental projects.
- Occasionally assists Instructional Technology Specialist at high school with training and one-on-ones.
- Maintains a variety of manual and electronic documents files and records (e.g. department databases, work orders, time sheets, expense reimbursement requests, etc.) for providing up-to-date information and/or historical reference in accordance with established administrative guidelines and legal requirements.
- Coordinates assigned projects and/or program components (e.g. arrangements for conferences: meetings; travel requirements, home school registrations, etc.) for the purpose of completing activities and/or delivering services in compliance with established guidelines.
- Responds to a wide variety of program-specific and district-general inquiries from a variety of internal and external parties for the purpose of providing information, facilitating communication among parties and/or providing direction.
- Maintains inventory of supplies and materials (e.g. forms, office supplies, etc.) for ensuring items' availability.
- Processes a variety of documents and materials (e.g. work orders, requisitions, travel reimbursements, etc.) for disseminating information in compliance with established administrative guidelines.
- Performs other related duties as assigned for ensuring the efficient and effective functioning of the work unit.

Hazards:

For some buildings, stairs, and exposure to communicable diseases may be a potential hazard. In science labs, there could be exposure to chemicals and fumes. Equipment that supports classroom instruction could be potentially hazardous under certain conditions. Travel between schools will cause exposure to hazardous driving and walking conditions.

Physical Demands/Environmental Factors:

- Ability to work in a climate controlled building, as well as in inclement weather.
- Ability to stand, walk, and move around for long periods of time.
- Ability to see and read, with or without vision aids, a computer screen and printed matter, and to distinguish colors.
- This position requires hand-eye coordination.
- Sufficient hearing to understand speech at normal room levels, and to hear and understand speech on the telephone.
- Manual dexterity to operate a telephone and enter data into a computer using both hands.

- Ability to communicate, effectively and efficiently with sufficient volume to be heard in normal conversation, on the telephone, and addressing groups.
- Ability to exert up to 35-40 pounds of force to lift, carry, push, pull, or otherwise move objects.
- Able to climb ladders and get into the ceilings.
- Ability to travel between multiple locations.

The above statements are intended to describe the general purpose and responsibilities assigned to this job and are not intended to represent an exhaustive list of all responsibilities, duties, and skills that may be required. The Board of Education and Administration and/or supervisor have the right to add or change duties at any time.

This job description supersedes all prior job descriptions for this position as well as rescinding all past and present job descriptions that do not reflect the current requirements of this position.

Approved by: _____ Date: _____

Reviewed by: _____ Date: _____
Human Resource Coordinator

Reviewed May 20, 2017