

SOUTH SIOUX CITY COMMUNITY SCHOOLS

HELP DESK TECHNICIAN

Reports to:	Director of Technology
Classification:	Non-Certified
FLSA Status:	Exempt
Terms of Employment:	Days according to school calendar as approved by Board Policy
Evaluation:	Performance in this position will be evaluated regularly by the supervisor and in accordance with Board Policy
Compensation:	Reviewed and established annually by the Board of Education

JOB SUMMARY

- Responsible for performing Help Desk support to staff on all technology hardware and software applications.
- Answers trouble calls, determines resolution, documents work done, adds to Knowledge Base (School Dude) to assist with solving common user issues or problems.
- Troubleshoots computer problems and determines source, and forwards service requests to appropriate team member.
- Instructs users in the use of equipment, software, and manuals; is an independent worker meeting the day-to-day needs of the Technology Department.

WORKING CONDITIONS

- Work is performed in an office environment and in classrooms where the physical demands require sitting for extended periods of time.
- Frequent use of computers and standard office equipment.
- May work under stress of deadlines.

PERFORMANCE RESPONSIBILITIES

- Provides technical support, training and assistance to students, teachers and staff on existing personal computer hardware and software applications; answers staff questions in person, via phone, and via email on all County supported applications.
- Instructs users in the use of equipment, software, and manuals.
- Identifies and escalates situations requiring urgent attention.
- Occasionally visit offices to provide in-time assistance in urgent situations.
- Responds to calls for assistance.
- Captures and documents the details of an issue and troubleshooting steps taken in order to escalate the issue or document the identification and resolution.
- Uses a ticketing system to track and route problems and requests and document solutions.
- Works with Information Systems colleagues to research and document problem resolutions.
- Maintains system standards.
- Loads and initializes PC software (operating system, networking software, applications software, etc.)
- Tests PCs for correct network operations including access to printers, e-mail, and business applications.
- Instructs users on use of the PC and its access to the network.
- May be required to unpack, verify contents, and configure new personal computers and setup personal computers based upon existing client/server model.
- Provides on-the-job training and orientation to new school staff, and user liaison activities covering basic computer system end-user operations, including but not limited to system sign-on, use of menu and help systems, Microsoft Office programs, telecommunications, use and troubleshooting of terminals and printers.
- Participates in the preparation of procedure manuals and documentation for help desk use.
- Conducts periodic user satisfaction surveys and tracks user problem trends.
- Creates reports based on information provided from user surveys and trends.
- Participates in the distribution of network related information to users to include information such as help desk procedures and network handbooks.
- Maintains accurate reports of malfunctions.

- Provides referrals to Computer Technician when problems occur which are beyond the proficiency of the Help Desk Technician.
- Serves as a liaison between students, school staff and the technology department to resolve issues.
- Tracks the problems until it has been resolved.

EDUCATION AND/OR EXPERIENCE

- High School Diploma, or equivalent, and at least one year of computer systems experience involving technical support; or an equivalent combination of education and experience that could provide the required knowledge, skills, and abilities.
- Associates Degree in Information Systems is preferred.
- Non-certified position; Nebraska Administrative and Supervisory Certificate are not required.

REQUIREMENTS

- May be required to obtain additional, specific skills and/or technical certifications.
- Possession of a valid Nebraska Motor Vehicle Operator’s License.
- Insurability by the District’s liability insurance carrier.

REQUIRED KNOWLEDGE AND SKILLS

- Proven knowledge of Office 2007 & 2010, Windows XP Pro, Windows 7 Pro and Windows Server.
- Regular , dependable attendance on the job; the ability to perform the identified tasks and to possess and utilize the identified knowledge, skills, and abilities and to perform the identified work activities, and the ability to perform the following identified physical requirements:

Physical Requirements Help Desk Technician	Item is not a requirement of the job N	Occasional – up to 33% of time N	Occasional/Essential – up to 33% of time, absolutely essential to the job E	Frequent -- between 34% - 66% E	E Continuous -- over 66% of time
E = Essential NE = Non-Essential					
Stamina					
1. Sitting				X	
2. Walking				X	
3. Standing			X		
4. Sprinting/Running	X				
Flexibility					
5. Bending or twisting at the neck more than the average person			X		
6. Bending or twisting at the trunk more than the average person			X		
7. Squatting/Stooping/Kneeling			X		
8. Reaching above the head		X			
9. Reaching forward			X		
10. Repeating the same hand, arm or finger motion many times (For example: typing, data entry, etc.)		X			
Activities					
11. Climbing (on ladders, into large trucks/vehicles, etc.)		X			
12. Hand/grip strength		X			
13. Driving on the job		X			
14. Typing non-stop		X			
Use of Arms and Hands					
15. Manual dexterity (using a wrench or screwing a lid on a jar)			X		
16. Finger dexterity (typing or putting a nut on a bolt)			X		

Lifting Requirements				
17. Lifting up to 10 pounds (Mark all that apply)				
Floor to waist			X	
Waist to shoulder			X	
Shoulder to overhead		X		
18. Lifting 11 to 25 pounds (Mark all that apply)				
Floor to waist			X	
Waist to shoulder			X	
Shoulder to overhead	X			
19. Lifting 26 to 50 pounds (Mark all that apply)				
Floor to waist		X		
Waist to shoulder		X		
Shoulder to overhead	X			
20. Lifting 51 to 75 pounds (Mark all that apply)				
Floor to waist	X			
Waist to shoulder	X			
Shoulder to overhead	X			
21. Lifting 76 plus pounds (Mark all that apply)				
Floor to waist	X			
Waist to shoulder	X			
Shoulder to overhead	X			
22. Can load/items weighing over 50 pounds that are lifted or carried be shared, or reduced into smaller loads?				
	X			
Pushing/Pulling				
23. 25 to 50 pounds				
			X	
24. 51 to 75 pounds				
			X	
25. 76 to 90 pounds				
	X			
26. Over 90 pounds				
	X			
Carrying				
27. 10 to 25 pounds				
			X	
28. 26 to 50 pounds				
		X		
29. 51 to 75 pounds				
	X			
30. 76 to 90 pounds				
	X			
31. Over 90 pounds				
	X			