



David Douglas School District #40

Classified Job Description

HELP DESK - IT SUPPORT

Schedule: 12 months per year

Salary Level: 16

POSITION PURPOSE

Responsible for providing end user support (phone/remote) with software, hardware, and network assistance. Relies on experience and judgment as well as pre-established procedure to identify, research, and resolve technical problems when possible. If unable to resolve the problem, the ability to identify and organize tickets according to priority and forward tickets to the appropriate technology staff.

NATURE AND SCOPE OF RESPONSIBILITIES

- Accept technical support calls for the Technology Department and log them in the Help Desk tracking system
- Identify and escalate situations requiring urgent attention
- Forward technical support issues that cannot be addressed by the Help Desk to the appropriate technician
- Provide first level response for technical assistance
- Troubleshoot and resolve end-user hardware, software, operating system, voice communication and other related technology issues
- Research questions using available information resources
- Create District technology documentation
- Log all Help Desk interactions
- Prepare and organize data reports
- Stay current with system information, changes and updates
- Perform other duties as assigned by Director of Assessment and Technology or Superintendent/Assistant Superintendent

QUALIFICATIONS

- High School diploma or equivalent
- 21 years of age or older
- Prefer two years technology Help Desk experience
- Oral and written communication skills, language skills including composition, punctuation, spelling and correct usage
- Experience in working with Mac and Windows operating systems
- Willingness to learn new technology
- Knowledge and experience of customer service practices
- Customer service orientation
- Problem analysis and problem-solving
- Adaptability
- Ability to understand and follow instructions with limited supervision
- Attention to detail
- Ability to work harmoniously with community and staff and to communicate appropriately and effectively, both verbally and in writing with community and staff
- Stress tolerance

DESIRED SKILLS

- The following are a plus:
 - Proficient in MS Office, Google Apps, and databases such as Access or FileMaker Pro
 - Data management and reporting
 - Advanced Excel, database experience and reporting experience
 - Help Desk experience

ESSENTIAL PHYSICAL REQUIREMENTS

Moderate to extensive degree of physical stamina and the ability to lift and manipulate computers and AV equipment. Job requires frequently lifting up to 50 pounds and occasionally lifting up to 100 pounds, reaching, twisting, standing for prolonged periods, hand-eye coordination, able and willing to climb ladders, and the ability to identify color-coded components. Employee must be able to drive to and from district facilities and be able to work with the noise level and activity in a school setting.

David Douglas School District Drug Testing and Criminal Background check

Per district policy all offers of employment shall be contingent upon the successful passing of a district required drug test and criminal background check. David Douglas School District's Human Resources will designate where and when the testing will be conducted. The offer of employment will be withdrawn from candidates who test positive for drugs.