

## Union Public Schools Job Description

**Position Title:** Technology Help Desk Lead  
**Department:** Information Technology  
**Reports To:** Director of Technology

**FLSA Designation:** Exempt

**SUMMARY:** Provides software help and ensures effective management of the Solution Center Help Desk.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** *Other duties may be assigned.*

- Provides second level desktop support by phone, e-mail, remote desktop and when necessary onsite.
- Provides support to other technicians that are first level of help desk support
- Provides support to other technology technicians
- Daily monitoring of work order progress and assignments
- Daily monitoring of specialized servers and applications to ensure daily routines are successfully completed.
- Reports to the appropriate analyst any work orders exceeding the Technology department's Service Level Agreement (SLA)
- Sets-up and maintains all network and e-mail accounts.
- Provides staff training for Microsoft Office, e-mail, Internet/ Intranet and computer operating systems.
- Works well with both supervisors and other members of the team.
- Maintains consistent and punctual attendance.
- Performs other duties assigned by supervisor or administrator.

**SUPERVISORY RESPONSIBILITIES:** None

**QUALIFICATION REQUIREMENTS:** *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, physical stamina, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**EDUCATION and/or EXPERIENCE:** High School diploma or general education degree (GED), 20 hours of computer classes from a higher education institution, computer experience on Windows and Macintosh computers, knowledge of and experience with Windows 7 and Macintosh OS. Ability to communicate technical information to non-technical employees, in verbal and written form. Ability to mentor other employees on software issues. Experience with Microsoft Office Suite, Certified Microsoft Office User Specialist preferred. Ability to write instructions for software use, prefer experience with setting up and maintaining Windows network and exchange e-mail accounts. A+ or N+ certification is preferred.

**CERTIFICATES, LICENSES, REGISTRATIONS:** None.

**LANGUAGE SKILLS:** Ability to read and comprehend technical instructions, short correspondence and memos. Ability to read and interpret documents such as operating and

maintenance instructions and procedure manuals. Ability to present information in one-on-one and group situations to staff members, Ability to fill out simple forms, Ability to speak effectively before staff members. Ability to write complex correspondence such as instructions on how to perform a software repair in response to an e-mail.

**MATHEMATICAL SKILLS:** Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to perform these operations using units of American money and weight measurements, volume and distance.

**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 variables in standardized situations.

**OTHER SKILLS and ABILITIES:** Ability to plan and facilitate training sessions for staff members. Ability to perform duties with awareness of all District requirements and Board of Education policies.

**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 regularly required to stand, walk, sit, stoop, reach with hands and arms and talk or hear. This job requires the use of hands and fingers to handle or feel objects, tools, or controls. Hand and finger dexterity for operating computer equipment and peripherals is required. The employee is occasionally required to lift and/or move up to 50 pounds, such as a Macintosh computer, a monitor, CPU or other related equipment. Ability to withstand long term use of Video Display Terminals is required. Specific vision abilities required by this job included close vision, color vision, peripheral vision, depth perception, and the 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.*

The employee will work near or with electronic equipment.

The noise level in the work environment is usually moderate, although it can vary depending on daily activity.