

Union Public Schools Job Description

Position Title: Technology Help Desk Specialist
Department: Information Technology
Reports To: Executive Director of Technology

FLSA Designation: Non-exempt

SUMMARY: Provides software help and staff training.

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

- Provides desktop support by phone, e-mail and when necessary onsite.
- Sets-up and maintains all network and e-mail accounts.
- Provides staff training for Microsoft Office, e-mail, Internet/ Intranet and computer operating systems.
- Provides specialized training to onsite computer technicians.
- 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 2000 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.

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 required 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.