

Job Title:	Help Desk Technician	Wage/Hour Status:	Non-Exempt
Reports to:	Technology Support Manager	Pay Grade	501
Dept. /School:	IT	Date Revised:	February 5, 2021

Primary Purpose

Provide technical support to District personnel through help desk. Resolve technical issues remotely or assign calls to appropriate technology staff queue.

Qualifications**Education/Certification**

Associate's Degree in Computer related field; or Valid Certificate granted by a recognized institution for completion of two (2) year Computer related program

OR

Two (2) years' experience in providing end-user phone support or on-site support for current PC and/or Macintosh systems and application software

OR

Two (2) years installing, upgrading, troubleshooting, and repairing personal computers in a network environment similar in size and scope to EPISD.

Special Knowledge/Skills

- Knowledge of computer workstation and peripheral setup and installation
- Knowledge of computer hardware and software applications
- Knowledge of multiple operating systems
- Knowledge of remote desktop software
- Ability to install, maintain, and repair computers and peripherals including printers, scanners, fax machines and the ability to assist users in troubleshooting and self-diagnostics
- Flexibility in working with adult learners
- Ability to handle high call volume and correspondence
- Ability to effectively communicate verbal and written complex technical concepts,
- Strong organizational, communication and interpersonal skills
- Ability to self-manage and work with a team

Major Responsibilities and Duties

1. Handle incoming calls to Technology Support Help Desk and logs issues into help desk ticketing system.
2. Assign calls to appropriate technology staff queues.
3. Work closely with Field Support Technicians to resolve computer issues related to new installs, networking issues, and image problems.
4. Guide users with self-diagnostic procedures; attempts to resolve issues remotely.
5. Reset e-mail passwords for users.
6. Install and configure software as needed.
7. Use remote desktop management software to remotely control computers and resolve trouble issues remotely.
8. Email or call customer back after placing work order and after issue has been resolved.
9. Conduct periodic customer satisfaction surveys regarding customer service and timely resolution of reported problems.
10. Serve as backup for installation and upgrade of computers, peripherals, and network equipment.
11. Remain current in the technology field and improves technology skills.
12. Ensure to represent the help desk at the highest level of professionalism when communicating with internal/external customers.
13. Perform other duties as assigned by supervisor.

Supervisory Responsibilities

None

Physical and Mental Job Requirements

Mental Demands/Physical Demands/Environmental Factors

Maintain emotional control under stress, repetitive hand motions and prolonged use of the computer. Maintain positive customer relations. Occasional prolonged and irregular hours, prolonged use of computers.

Terms of Employment

226 days; hourly rate to be established by the Board of Trustees

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Approved: _____

Job Title: _____

Date: _____

Approved: _____

Job Title: _____

Date: _____

My supervisor has reviewed this job description with me and has provided me a copy

Employee: _____

Date: _____

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