

# POSITION DESCRIPTION

## Whiteriver Unified School District

**TITLE:** Information Technology (IT) Help Desk

**CONTRACT TERM:** (12) Months

### **GENERAL STATEMENT OF RESPONSIBILITIES:**

Provide teachers with assistance on school district supported technology equipment. Create tickets, provide assistance remotely, and can direct technology issues to the appropriate person if needed. Check on the health of school district technology systems, update databases as needed, process returns and replacements and performs any other duties that relates to the technology department during downtimes.

### **Responsibilities:**

- Provide helpdesk support and resolve problems to the end user's satisfaction;
- Provide teachers with step by steps directions and remote training;
- Monitor and respond quickly and effectively to requests received;
- Monitor Help Desk for tickets assigned to the queue and process first-in first-out based on priority;
- Utilize and maintain the helpdesk tracking software;
- Document internal procedures;
- Maintain online documentation provided to end-users, including FAQ;
- Assist with onboarding of new users;
- Participate in maintaining inventory of all technology equipment and licenses;
- Support the technology department in receiving, inventorying, and preparing new technology equipment for classroom use;
- Routes technology issues to the appropriate person as needed;
- Audit Active Directory objects;
- Review servers logs;
- Monitor internet activity;
- Filter phone calls to the technology department;

- Any other basic duties related to the technology department that can be performed remotely.

## **Qualifications:**

### ACCEPTABLE EDUCATION, TRAINING & EXPERIENCE:

- High school diploma, AA or two years of college preferred;
- Some training in the technology field;
- Two years of experience in working in a similar position or, any equivalent combination of experience, training, and/or education.

### PHYSICAL REQUIRMENT:

- Requires prolonged sitting.
- Occasionally requires physical exertion to manually move, lift, carry, pull, or push objects or materials that are 25 lbs. or more.
- Occasional stooping, bending, and reaching.
- Must be able to work year-round indoors and occasionally outdoors.

### COMMITMENT & DEPENDABILITY:

- Must be available from 7:00AM – 3:30PM;
- The candidate must have reliable transportation;
- Willingness to be an integral member of a successful team;
- Dedication to provide the highest levels of service;
- Excellent attendance and reliability;
- Adherence to WUSD policies and procedures;
- Dedicated to maintaining confidentiality.

## **PERFORMANCE EXPECTATIONS:**

**TIME MANAGEMENT:** Must plan in advance, depending upon the directives given by the Director of Information Technology Services.

**STRESS MANAGEMENT:** Periodic stress due to intermediate time deadlines and timely implementation of program particulars.

**PUBLIC CONTACT:** Interact primarily with students, parents, staff members, and the general public.

**RESPONSIBILITY:** Establishing, implementing, organizing, and evaluating technical programs for the Information Technology system.

**EVALUATION PROCEDURE:**

- In accordance with provisions specified in Governing Board Policy.

**REPORTS TO:**

- Director of Information Technology Services

**SUPERVISION GIVEN:** As assigned

**Skills and interests:**

- Good communication, with positive and effective interpersonal and customer care skills over the phone;
- Patience and ability to positively manage difficult callers;
- Multi-tasking (Must be able to type and talk to callers at the same time);
- High stress tolerance;
- Ability to think logically / Good analytical and problem-solving skills;
- Typing skills with good English;
- Attends to details;
- Good accurate record keeping;
- Willingness to update IT and helpdesk skills;
- An in-depth understanding of the technology being used by teachers;
- Knowledge of instructional technology integration;
- Knowledge of educational copyright laws;
- Interested in learning new technologies.