

POSITION DESCRIPTION

Whiteriver Unified School District

TITLE: District Help Desk (Temporary)

CONTRACT TERM: 10 Months

GENERAL STATEMENT OF RESPONSIBILITIES:

Provide teachers, support staff, students, and community with assistance on school district supported technology equipment and support programs. Provide assistance remotely, and can direct technology issues to the appropriate person if needed for students, community, and staff. Provide basic trouble shooting in technology access including but not limited password assistance. Collect and document proper information for the next level of support.

Responsibilities:

- Provide helpdesk support and resolve problems to the end user's satisfaction;
- Provide users with step by steps directions;
- Monitor and respond quickly and effectively to requests received;
- Utilize and maintain the helpdesk tracking software;
- Assist with password trouble shooting for support programs;
- Answers basic questions related to technology set up, passwords, software, programs for students, parents/guardians, and community;
- Update team members on tasks' status and update / manage ticketing system;
- Repetitive data entry or multiple steps setup;
- Any other basic duties that can be performed remotely.

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 WUSD staff and students;
- Knowledge of instructional technology integration;
- Knowledge of MS Office products;
- Knowledge of various types of files and storage/path;
- Knowledge of IP address and Ping commands;
- Knowledge of educational copyright laws;
- Interested in learning new technologies.

Qualifications:

ACCEPTABLE EDUCATION, TRAINING & EXPERIENCE:

- High school diploma;
- Some training/knowledge in the technology field;
- Some training/knowledge in customer service and workplace etiquette;
- Training/ knowledge of MS Office Suite;
- Fingerprint Clearance Card.

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 bending and reaching.
- **Ability to handle periods of high stress levels.**
- Must be able to work year-round indoors and occasionally outdoors.

COMMITENT & DEPENDABILITY:

- 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.
- Reliable internet connection at home.

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