

Help Desk Specialist | Kimberly

Qualifications:

Demonstrated ability to successfully accomplish the performance tasks listed below.

Primary Responsibility to:

Technology Director

Job Goal:

In order to assist the technology director in the efficient operation of the technology department so that a maximum positive impact can be made on the education of children, the help desk specialist shall carry out the following tasks:

1. Works at will.
2. Manages Help Desk; assigning and responding to trouble tickets.
3. Sets up and maintains network accounts. (Student/Staff in Active Directory)
4. Troubleshoots network issues.
5. Directs technicians and interns.
6. Assists technology director and network manager.
7. Maintains/removes from service networked PC's and other equipment as needed.
8. Assists in maintaining inventory tracking.
9. Assists to troubleshoot district software programs, and/or digital tools.
10. Maintains and troubleshoots phone system.
11. Sets up district equipment for required district and state assessments.
12. Interacts with staff, students and patrons in a professional and appropriate manner.
13. Act ethically and confidentially in all aspects of employment.
14. Performs other duties as assigned.

Term of Employment:

Eight (8) hours per day, 5 days per week, year-round. The salary will be determined by the Superintendent and approved by the Board of Trustees.

Evaluation:

Performance of this position will be evaluated annually by the Technology Director in accordance with provisions of the Board's policy on evaluation of classified personnel.