PLUMAS LAKE ELEMENTARY SCHOOL DISTRICT

POSITION DESCRIPTION

TITLE: Technology Help Desk Technician	**REPORTS TO:** Director Innovation and Instructional Technology
DEPARTMENT: Technology	**CLASSIFICATION:** Classified
FLSA: Non-Exempt	**SALARY GRADE:** 13
REVISED:	**BOARD APPROVED:**

BASIC FUNCTION:
The Technology Helpdesk Technician performs a variety of technical duties related to information systems including help desk and desktop support services. This position provides first level support to computer customers by utilizing problem analysis, identification, and resolution. The Technology Helpdesk Technician utilizes various resources in the resolution of problems.

REPRESENTATIVE DUTIES:

Provides first line technical assistance, service support, and follow-up for technology users with software operations through a help desk software application; responding and resolving user problems either directly by phone, by remote access, in person, or by referring user to proper support personnel.

Troubleshoots system issues for local users, determining whether problem is hardware, software, or network related. Troubleshoots problems involving printing, application access, operating system errors, and workstation communication conflicts.

Provides technical support and troubleshooting for the current student information/accounting software system, Microsoft Office suite of applications, and other District standard applications.

Connects personal computers to local area networks (LAN), printers, scanners, digital cameras, and other peripheral equipment. Configure, setup, and confirm proper connectivity for new LAN accounts.

Tracks and documents problems from first report through resolution.

Communicates with users to provide feedback and determine customer satisfaction.

Provides support to department staff as necessary.

Maintains operational procedure manuals, computer logs (system, security, and application).

Prepares reports on equipment problems, monitoring system-operating problems, notifying other staff as needed or taking corrective action.

Installs and configures networked printers and peripherals devices.

REPRESENTATIVE DUTIES (Continued):

Installs system and application software and configures user workstations to link/access centralized programs.

Communicates any unresolved network, software, or hardware problems with the proper department staff.

Unpacks and sets up new personal computers, moves or relocates existing personal computers when needed.

Performs related duties as assigned.

MINIMUM QUALIFICAITONS:
EDUCATION AND EXPERIENCE:

Any combination of experience and training which would indicate possession of the knowledge, skills and abilities listed above. An example of an acceptable combination is:

- Possession of High School Diploma or GED.
- Two (2) years of experience working in technology information systems, or completion of coursework MCSE, AA or BS/BA in computer science, computer engineering, or a closely related field.
- Two (2) years of recent, progressively responsible computer operations experience using a variety of computer software and operating systems in a network environment (such as SMNP solutions for remote administration, Apple Remote Desktop.

LICENSES AND OTHER REQUIREMENTS:
Requires valid California Driver's License

KNOWLEDGE AND ABILITIES:

SKILLS to research technical manuals and guides to analyze and diagnose computer-related problems and provide solutions; differentiate hardware versus software problems; interpret a variety of operating instructions; install, operate and troubleshoot standard software systems; operate standard office equipment use pertinent software applications; plan and manage projects; prepare and maintain accurate records and documents; complete data retrieval functions utilizing district system applications.

KNOWLEDGE of principles and operation of network and computer software, hardware, and related peripheral equipment; computer technology and software systems including, but not limited to, Microsoft Windows Operating System and related Windows applications; student information/accounting systems, and related computer systems; standard office methods, practices, and procedures.

ABILITY to establish and meet timelines; work effectively without supervision; make sound decisions on system user problems independently, recognizing the level of the problem and referring to appropriate Technology staff when necessary; establish and maintain effective professio9nal relationships with staff; interact with users in non-technical, clear terms; organize, schedule, and coordinate a variety of activities and projects; make suggestions and assist in research on viable system alternatives as directed; learn and remain current with industry standards in technology; understand and follow oral and written instructions; work in an environment with constant interruptions and moderate to high level of stress; drive a vehicle to conduct work; adapt to changing work priorities; communicate with diverse groups; work as part

of a team; understand and be sensitive to the diverse academic, socioeconomic, cultural, and ethnic backgrounds of vendors, district personnel and administrators; maintain consistent, punctual and regular attendance.

WORKING CONDITIONS:

The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling, fine finger dexterity, hearing and speaking, seeing. Generally the job requires 80% sitting, 10% walking, and 10% standing. This job is performed in an indoor and outdoor work environment; requires twisting, crouching, stooping, kneeling, bending, grasping, reaching over head, pushing and pulling, lifting and carrying up to 60 pounds at waist level.