

LA MESA-SPRING VALLEY SCHOOLS

CLASS TITLE: IT HELP DESK TECHNICIAN

BASIC FUNCTION:

Under the direction of the Director, Information Technology and Supervisor, Information Technology, performs a variety of technical services in the installation, operation, configuration, repair, maintenance and diagnosis of computer hardware and software and peripheral equipment; provides technical user support assistance; processes and maintains various data, documents and reports for local, State and federal reporting as assigned; provides training to personnel in the operation of computers, peripherals and related equipment.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Communicates with various District personnel, departments, outside agencies and vendors to exchange information, coordinate activities and resolve issues or concerns; responds to inquiries for student data extraction from legacy student system according to established policies and procedures.

Creates, maintains, disables user log-in accounts for District email, network and student data systems, and online training programs as assigned; assures appropriate levels or secured access are available to approved District employees in a timely manner.

Creates software and hardware requisitions.

Monitors, assigns, and closes work orders from help desk software.

Performs a variety of technical services in the installation, operation, configuration, repair, maintenance and diagnosis of computer hardware and software and peripheral equipment; responds to inquiries from various District departments and school sites regarding assigned District supported software and assists with various problems, provides information and refers issues to appropriate personnel as needed.

Performs various duties in the maintenance of a variety of District approved application software products and programs; provides district device software update support to department staff as needed.

Prepares, maintains and generates records, reports and logs related to assigned activities; collects a variety of query and reporting criteria and assists assigned personnel in responding to requests for specific data and developing new reports; maintains equipment repair logs, records, requisitions and service contracts according to established procedures.

Prepares written materials including manuals, instructions, notices, reminders, memos related to assigned functions as needed.

Processes and maintains various data, documents and reports for local, State and federal reporting as assigned; provides required mandatory data submissions to federal, State and local agencies according to established procedures; prepares, reviews, transmits, corrects and reconciles data between the assigned District student system and State data system (CALPADS); assures compliance with local, federal and State reporting requirements; initiates regular data checks, backups and system updates as assigned; assure accuracy and completeness of input and output data.

Provides help desk support for District personnel; troubleshoots for software and hardware issues; assist users with procedural questions, software configuration issues, network and server login problems and hardware issues in-person, via telephone, or by utilizing remote access; reinstalls and configures software and assigned programs as needed; provides computer support to department staff as assigned.

Provides required information to Business Services Department regarding warranty repairs.

Provides technical support for Student Information System users.

Provides training to school site staff and other department staff members on functions and operating requirements of District supported software applications and peripheral equipment as assigned.

Works closely with outside vendors and district staff to process damaged and malfunctioning site technology equipment and performs related duties including creating requisitions, logging information, sending out for repair, tracking equipment, verifying accuracy of invoice and payment, tracks costs for iPad battery repair, and notifying sites and technicians of repair status as needed.

OTHER DUTIES:

Attends and participates in meetings, in-service trainings, workshops and conferences.

Performs related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Computer hardware systems, software applications and languages utilized.

Materials, methods and tools used in the operation and repair of computer and network systems.

Record-keeping techniques.
Technical aspects of field of specialty.
Oral and written communication skills.
Laws, rules and regulations related to assigned activities.
Proper methods of storing equipment, materials and supplies.

ABILITY TO:

Perform skilled work in the repair, maintenance and installation of a variety of computerized equipment and peripherals.
Provide technical assistance to computer system users.
Troubleshoot and repair basic system malfunctions and maintain system operation.
Research, analyze and recommend new system software and hardware.
Make routine equipment adjustments and perform routine maintenance.
Communicate effectively both orally and in writing.
Prioritize and schedule work.
Maintain records and prepare reports.
Work cooperatively with others.
Plan and organize work.
Operate a vehicle to conduct work.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school or equivalent GED supplemented by college-level course work in computer science or a related field and two years' experience in the installation, maintenance and repair of computer systems, peripherals and related equipment.

LICENSES AND OTHER REQUIREMENTS:

Successful passage of the District's job-related proficiency test.
Valid California Class C Driver's License and evidence of insurability.

WORKING CONDITIONS:

ENVIRONMENT:

Office and indoor environment.
Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate computer keyboards and other assigned equipment.
Reaching overhead, above the shoulders and horizontally.
Sitting or standing for extended periods of time.
Bending at the waist, kneeling or crouching.
Seeing to perform computer repair duties.
Lifting, carrying, pushing and pulling moderately heavy objects.

HAZARDS:

Traffic hazards.

FLSA Status

Non Exempt

Approval Date

3/01/08, 10/29/15, 9/28/17, 2/18/20 (title change)