

HELP DESK TECHNICIAN

Classification: Technology

Location: Assigned Dept.

Reports to: Director of Technology

FLSA Status: Non-Exempt

Bargaining Unit: OSEA

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Part I: Position Summary:

Under the supervision of the Director of Technology, the Help Desk Technician will coordinate telephone and email support for staff and parent-guardian questions on software applications, computer hardware, and telecommunications. Using a help desk ticketing system, the Help Desk Technician will document calls and disseminate information to dispatch or assign help desk tickets to the appropriate IT staff for resolution. This position requires the highest level of customer service and excellent communication skills over the phone and via email. Must have experience and background training adults. Require detail-oriented person with outstanding organizational skills, ability to prioritize, and be flexible in a fast-paced environment all while keeping track of each call in our help desk ticketing system.

Part II: Supervision and Controls over the Work:

Works under the supervision of the Director of Technology. Work is controlled and/or guided by state statute and state administrative code, district policies and procedures, established technology standards, and directions and expectations as established by the administrator.

Part III: Major Duties and Responsibilities:

Communicate effectively with students, staff, and the general public via telephone, and in writing.

1. Provide consistent high level of customer service support to staff, students and parents-guardians with the utmost respect, knowledgeable, helpful and compassionate demeanor.
2. Take incoming help desk requests via email or phone and input information into helpdesk ticketing system.
3. Maintain calm, courteous, positive, and respectful attitude at all times.
4. Escalate technical problems to the appropriate IT experienced resource as needed.
5. Ability to handle multiple tasks in an environment with competing priorities.
6. Operate the computer, including performing data entry.
7. Establish and maintain an accurate computerized call recording system.
8. Maintain inventories of software, vendors, equipment, and users.
9. Perform software, computer hardware, and telecommunications troubleshooting.

10. Provide reports and statistical information on user issues and feedback on support calls and resolutions.
11. Assist in assessing and improving communications among support staff, including student workers, and between support staff and users.
12. Work with the Director of Technology to improve support, including turnaround time and expectations of technology support within the North Clackamas School District.
13. Based on the District's technology priorities, schedule and dispatch technical support.

Part IV: Minimum Qualifications:

Applicants must have successful experience in working with culturally diverse families and communities, or have otherwise demonstrated a commitment to strengthening engagement of a diverse community and skill in communicating with a diverse population.

- Must have at least three (3) years of related experience in help desk or other technical customer service/support position.
- Thorough knowledge of troubleshooting technology-related issues and using helpdesk software.
- Technical skills to support desktops, laptops, Chromebooks, iPads, phones (VoIP), printers, peripherals, basic networking, Google Suite, and understanding or willingness to learn the district's digital curriculum.
- Experience training end users over the phone with basic troubleshooting to resolve common technical issues.
- Demonstrated ability to perform on the computer, including data entry, communications software, Apple and Windows operating systems experience required.
- Demonstrated ability to work independently with minimal supervision.
- Demonstrated ability to communicate effectively with students, staff, parent-guardians, and the general public in person or over the telephone and via email.
- Demonstrated ability to operate the tools and equipment listed above.
- Demonstrated ability to perform tasks accurately and in accordance with established guidelines.
- Demonstrated ability to problem solve, analyze, and resolve related issues.
- Demonstrated ability to handle multiple priorities at one time.
- Demonstrated organizational skills and a commitment to follow through.
- Demonstrated ability to perform under conditions of constant interruption and perform under deadlines and pressure.
- Demonstrated ability to maintain confidentiality of sensitive information.
- Demonstrated ability to establish and maintain positive relationships with other members of the team and school district.

Part V: Physical and Environmental Requirements of the Position:

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to sit, lift, carry, move about, hear, and speak. The employee may be required to perform extensive work at a computer display terminal.
- The employee must occasionally lift and/or move up to 50 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- The employee may be required to interact with clients, customers, and staff who are emotionally upset, angry, or distraught. In such interactions, the employee must be able to maintain control, decorum, and professionalism.