

HARLEM CONSOLIDATED SCHOOL DISTRICT #122

Job Description

Help Desk Support Technician

Supervisor: Director of Information Technology

FLSA Status: Non-Exempt

Employee Group: At-Will

Qualifications:

1. High School Diploma required. Associates degree preferred..
2. Excellent verbal and written communication skills.
3. Ability to communicate effectively with persons of varying technology expertise.
4. Strong troubleshooting and critical thinking skills.
5. Strong organizational skills and attention to detail.
6. Proficient with varying technology hardware and software, including desktop computers, laptops, chromebooks, tablets, smart phones, printers, and Microsoft and Google office suites.

Terms of Employment:

- Twelve (12) month contract
- Eight (8) hours per day

Responsibilities

1. Actively Support the mission of the district.
2. Utilize conscious engagement regarding equity, diversity and inclusion.
3. Represent the Harlem Consolidated School District in a professional manner.

Duties:

1. Operate District technology help desk including:
 - a. processing help desk tickets,
 - b. providing troubleshooting and end user support via email, chat, phone, and in person.
 - c. escalating tickets that are not resolved
2. Provide technology support for Central Office staff.
3. Set up and manage users in various district technology programs (e.g., AD, Skyward, Etc.).
4. Performs basic user administration tasks, including password resets, account unlocks, and provisioning.
5. Perform user and technology resource administration (e.g., files, printers, email. Etc.).
6. Maintain Android/iOS application system and manage application inventory and installation
7. Troubleshoot and provide basic end-user training on common software and hardware issues.
8. Follow up with customers to ensure satisfactory service.
9. Clearly document end user issues and resolution steps in help desk software.

10. Help maintain accurate inventory of technology assets.
11. Contribute to the development of end user job aids, training guides and self-help knowledgebase.
12. Keep current with best practices and requirements as they relate to your job assignment.
13. Perform such other job related duties and assume such other professional responsibilities as your supervisor may from time to time assign or delegate.

The mission of the Harlem Consolidated School District, as a vital part of the community, is to help diverse learners realize their unlimited potential by providing an educational program dedicated to academic excellence and the development of strong character in a safe and respectful learning environment.