



MEMO TO: Harlem Board of Education  
Josh Aurand, CSBO  
FROM: Aaron Guske, Director of Technology  
DATE: March 26, 2024  
RE: Help Desk Support Technician Proposal

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In light of our current staff member in the IT Support Specialist role retiring I am evaluating the current job position of IT Support Specialist and recommend restructuring the position to focus more on front line support to all district staff while being onsite support for the Administration office.

To better represent the responsibilities of the proposed position I recommend changing the position to Help Desk Support Technician. The knowledge and responsibilities will be similar to our IT Support Technicians but will be primarily focused on all incoming tech support requests via phone and our help desk ticketing system. The knowledge needed to have this position will also allow us to utilize their skills during our peak times to keep resolution times lower and projects being done in a timely manner.