



# Park Hill School District

Building Successful Futures • Each Student • Every Day

## Position Description

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**POSITION TITLE:** Help Desk Support Specialist

**F.L.S.A.** Non-Exempt

**QUALIFICATIONS:**

- A+ Certification or equivalent experience
- Good oral and written communication skills
- Customer service experience (call center experience preferred)
- Hardware troubleshooting skills
- Excellent software skills
- Operating System experience (Windows 7)
- Excellent knowledge of desktops, laptops, and other common peripheral devices
- Experience creating and deploying disk images
- Knowledge and experience with hardware warranty procedures
- Ability to monitor computer technology service and repair
- Self-motivated
- Ability to lift up to 40 lbs up to a height of 4 feet occasionally

**REPORTS TO:** Manager - Technology Support Services

**TERMS OF EMPLOYMENT:** Twelve month with benefits provided according to Support Staff Agreement.

**PERFORMANCE RESPONSIBILITIES:**

1. Provide technical support for computer users via phone.
2. Maintain/update work order system and communicate work order priority and status to end users.
3. Effectively diagnose and troubleshoot malfunction of computer or network devices relating to user error, faulty hardware, or software/server/network issues.

Help Desk Support Specialist (continued)

4. Communicate effectively with staff and students regarding maintenance of technology.
5. Effectively diagnose and troubleshoot malfunction of hardware devices, including printers, scanners, barcode readers, digital cameras, etc.
6. Disaggregate service-related data to discover trends and recommend process modifications for technology service.
7. Actively monitor and report compliance with the district's technology service level agreement.

**OTHER PERFORMANCE RESPONSIBILITIES:**

1. Lead special technology projects as required.
2. Attend meetings and trainings as scheduled.
3. Other duties as assigned.