

Penn Manor School District
Position Description – IT Help Desk Specialist

Title: IT Help Desk Specialist
Department: Information Technology
Location: Various Buildings
Organization Position: Classified - SRI 24
Status: Salaried Position – 12 Month, Year Round
Reports To: Director – Information Technology

General Scope of Responsibilities

Under the leadership of the Information Technology Director, the Help Desk Specialist serves as the first-call support contact for faculty, staff and students in need of IT services. This position provides a high level of customer service while diagnosing and resolving technology problems in a complex mixed platform, mixed vendor educational environment. Technical support is provided via phone, remote management and onsite/desk-side troubleshooting.

Essential Functions

1. Serve as the initial point of contact for incoming district-wide technology support calls, tickets and help requests.
2. Provide technical troubleshooting and problem resolution support for faculty and staff.
3. Coordinate the support process including ticket management and escalation.
4. Foster relationships through ongoing issue status updates and other communications.
5. Create and maintain technical documentation, FAQs, knowledgebase articles and training materials.
6. Assist with the deployment and management of software updates, security patches and desktop applications.
7. Maintain technology inventory and record keeping.
8. Provide technical training and professional development for staff, faculty and principals.
9. Provide support for building and district websites, content management systems and faculty websites.
10. Assist staff with accessing network resources and applications.

11. Collaborate with the Information Technology Team to provide customer focused IT solutions for district students, teachers and staff.
12. Remain current in the field of educational technology by attending workshops, reading online and print publications and observing programs in other districts & institutions.
13. Perform other duties and projects assigned by the Technology Director or Administrative Cabinet.

Qualifications

This position requires the minimum of a bachelor's degree in a related field plus 2-3 years broad technology support experience in a mixed-platform, networked environment. Knowledge of TCP/IP, Macintosh OS X, Windows XP, desktop/mobile hardware/software systems and Internet applications is required. Excellent customer service skills, superior interpersonal skills and the ability to communicate technical procedures to non-technical individuals is essential. Certifications on Apple, Windows and network related technologies along with web development skills are preferred. The position requires a valid Pennsylvania driver's license and access to personal transportation.

Special Skills

This position interfaces with staff and faculty on a continual basis and requires a high degree of interpersonal skills, human relations ability and a focus on providing effective customer service.

Physical/Mental Requirements/Environment

Sit:	63%
Walk/stand:	35%
Drive:	2%
Body Movements:	Normal
Lifting:	Up to 65 pounds
Environment:	Normal school building environment
Mental:	Ability to interpret, analyze, and problem solve detailed written and verbal communications.

Information in Accordance with the Americans with Disabilities Act

The Penn Manor School District is an Equal Opportunity Employer. We do not discriminate against any employee or applicant because of age, race, sex, creed, religion, color, national origin, or physical or mental disability in accordance with Titles VI and VII of the Civil Rights Act of 1964, Title IX of the Education Act Amendment of 1972, Section 504 of the Vocational Rehabilitation Act of 1973 and the American with Disabilities Act.

Pending Board approved May 2008