

KNAPPA SCHOOL DISTRICT #4
JOB DESCRIPTION

Position Title: Technology Help Desk

Hours: 4 hours per day

Reports to: Technology Director

GENERAL DESCRIPTION:

The help desk person will provide support to parents and students during this time of distance learning. They will assist with software support; including username and password reset and basic software navigation. Basic hardware troubleshooting, repair and replacement. They will also perform problem identification, tracking, escalation and resolution.

QUALIFICATIONS: Knowledge, Skills, Abilities Required

1. Ability to work with high degree of accuracy and organizational skills
2. Working knowledge of the operations and functions of the supported software and hardware systems.
3. Working knowledge of computer utilities and tools required in the support function.
4. Education, training and related experience in the support and troubleshooting of computer hardware, operating systems and common applications.
5. Knowledge of working with Google Apps including email, documents, sheets and forms.

ESSENTIAL FUNCTIONS:

1. Provide a positive customer experience as the point of contact for technology support
2. Perform problem identification, tracking and resolution or escalation of problem to the appropriate person.
3. Track data, prepare materials, maintain documentation and prepare reports.
4. Respond to basic hardware and application work orders.
5. Identify and recommend areas of process improvement.
6. Other related duties as assigned.

PHYSICAL REQUIREMENTS:

1. Ability to lift equipment up to 25 pounds without assistance.
2. Ability to remain seated for long periods of time while viewing a computer screen.