



Job Title: **IT Help Desk Technician Level 2**

Department: **Information Technology**

Supervisor: **Director of Technology Deployment**

Lane Placement: **ESP 7**

Schedule: **Varies**

Evaluation Group: **JCES**

FLSA Classification: **Non - Exempt**

JOB DESCRIPTION

Under the supervision of the Director of Technology Development and the Director of Information Technology, the Part Time Help Desk Technician is responsible for technical support of computer applications (including, but not limited to business systems, administrative student systems, security systems and office systems).

ESSENTIAL FUNCTIONS

- Provides outstanding customer support.
- Establishes priorities among projects to effectively use existing resources to address multiple requests.
- Critically evaluates information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information to a general understanding, and distinguish user requests from the underlying true needs.
- Proactively communicates and collaborates with external and internal customers to analyze information needs and functional requirements and deliver the following artifacts as needed.
- Successfully engages in multiple initiatives simultaneously.
- Utilizes excellent verbal and written communication skills and the ability to interact professionally with a diverse group, executives, managers, and subject matter experts.
- Serves as the conduit between the customer community (internal and external customers) and the software development team through which requirements flow.
- Collaborates with developers and subject matter experts to establish the technical vision and analyze tradeoffs between usability and performance needs.
- Serves as the liaison between the business units, technology teams and support teams.
- Analyzes and assists in resolving computer system problems and issues.
- Coordinates volume print functions in the District Office and from school sites.
- Assists in monitoring system to ensure data integrity.
- Assists with data entry, as necessary, to ensure smooth system operation.
- Serves as back-up support for technical support staff, providing technical support to end users as necessary.
- Critical deadlines must be met within limited time frames. Additional stress may come from impact of operational requirements and managing system problems/errors.
- Must travel to school and District sites periodically.
- Predictable and reliable attendance.

During times of state or district emergency, all employees may be required to perform additional duties that are not required on a normal basis in support of educational and operational priorities. e.g. Performs general cleaning and sanitizing of work areas, provides remote assistance to students and staff, and any other reasonable duty as needed.

NON-ESSENTIAL FUNCTIONS

- Other duties as assigned.

- This description should not be construed to contain every function/responsibility that may be required to be performed by an employee assigned to this position.
- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.
- The requirements listed below are representative of the education, knowledge and experience requirements; the machines, tools and equipment used; background; and any licenses or certifications required.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

QUALIFICATION REQUIREMENTS

- Incumbent must be fingerprinted and clear a criminal backgrounds check.
- Requires a high school diploma and related experience sufficient to be able to perform job functions.
- Requires effective interpersonal skills to interact with individual and groups at all organizational levels. Interacts with co-workers in both structured and unstructured situations.
- Requires ability to provide teamwork and customer service.
- Requires ability to write clear and concise reports and plans.
- Requires advanced knowledge and skill in the performance of computer systems operations and ability to enter data with some analysis involved.
- Requires ability to troubleshoot system application hardware and/or software.
- Requires a valid Utah Driver License.
- Lane is determined through education, certification and experience.
 - Lane 7 Requires:
 - Two years of prior job-related work experience with demonstrated competence, preferably in the use of computer hardware and software similar to the District's.
 - Or maintaining current Apple ACSP or Microsoft MTA certifications.

NOTE: The Administration reserves the right to require specific training for this position. However, depending upon the type and quality of prior work experience and availability of formal training programs, some exchanges can be made between training and experience.

PHYSICAL REQUIREMENTS---Not limited to the following:

- Physical ability to perform the essential functions listed above with or without reasonable accommodation.
- Requires the ability to lift a minimum of ten (10) pounds.
- Possess the physical, mental, and emotional stability to work under stressful conditions, including but not limited to: deadlines, contract requirements, inspection requirements, and interaction with critical personnel.

Note: *This list of essential and marginal functions and of physical requirements is not exhaustive and may be supplemented*

All employees are required to participate in the District evaluation process.
It is the employee's responsibility to review and adhere to all district policies and procedures.
This information may be reviewed at www.canyonsdistrict.org

ADA _____

HR _____

Effective date: 6/9/2020