

## Gridley Unified School District Job Description

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JOB TITLE:	IT Help Desk Technician	CLASSIFICATION:	Classified
SALARY RANGE:	6	LOCATION:	Districtwide
REPORTS TO:	Technology Administrator	BOARD APPROVED:	07/19/2023

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**SUMMARY:** Under the direction of the Technology Administrator, the IT Help Desk Technician is primarily responsible for providing technical support and assistance to employees remotely and in-person and secondarily for collaborating with other IT staff in the completion of other tasks. The IT Help Desk Technician will interact with employees, students, and occasionally parents to resolve their computer problems related to district software and hardware issues. The IT Help Desk Technician monitors the IT ticketing system and is the primary point of contact for the district's IT helpline and email account. This position resolves issues remotely when possible or assists in securing the involvement of Computer Technicians in the field. This position is also responsible for managing and improving district web and social media presence as well as collaborating in the development, production, and delivering of training materials and trainings, systems documentation and procedures, assisting in managing orders and inventory, and assisting with back-end issues around systems integration, student and staff account creation and class rostering, billing for IT-related services and repairs, and related functions. IT Help Desk position may also operate district IT-related equipment such as laminators, plotters, printers, and 3-D printers to complete assigned tasks.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

The IT Help Desk Technician shall:

- Demonstrate knowledge and understanding of district systems involving both the infrastructural and user-facing sides of technology, ranging from basic hardware troubleshooting to end user instructional technology applications.
- Provide help desk support via phone, email, live chat, and other means to remotely diagnose and resolve end-user problems with mobile devices and desktop computing devices, network connectivity and software functions. May occasionally provide in-person assistance.
- Assign appropriate personnel to respond to requests which cannot be resolved by the IT Help Desk Technician.
- Schedule and document work assignments in accordance with policies and procedures in the ticketing system.
- Assist staff with setup and effective use of desktop and enterprise-level video conference tools and other instructional technology hardware and software.
- Provision, manage and de-provision user credentials and access to GUSD technology resources in accordance with policy and procedures
- Assist in developing, maintaining, and updating departmental procedures and systems documentation and end-user training materials on a regular basis.
- Develop and maintain district level web and social media presence and assist site personnel in maintenance of their school site presences, including providing training updates in best practices as well as actual operation of systems.
- Assist in the maintenance of district IT inventory, ordering and billing, including researching potential purchases, maintaining inventory on hand, placing orders, billing for repairs, and processing incoming materials.
- Operate machinery and equipment considered part of the IT department's responsibilities, including but not limited to engravers, plotters, printers, and 3-D printers.
- Complete other duties as assigned.

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION AND/OR EXPERIENCE:** High school diploma. Must hold a two-year certificate of completion or diploma from an introductory IT services program or demonstrate equivalency in past work experience.

**KNOWLEDGE AND SKILLS:** Basic typing skills (no typing test required); computer operations skills; ability to operate office equipment such as copiers, scanners, computers, faxes, telephones, laminators, printers, etc.; knowledge of Google and Microsoft platforms is essential, knowledge or ability learn Apple environments is a plus; knowledge of or ability to

learn district-specific systems such as but not limited to Active Directory, Aeries SIS, Clever, G-Suite, Google Admin Console, Zoom, etc. is essential.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to stand; walk; sit; use hands to manipulate, handle, or feel; reach with hands and arms; climb or balance, stoop, kneel, crouch, or crawl; and taste or smell. The employee may lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may be exposed the following: Primarily office environment; constant interruptions; occasional classroom environment; multitasking of multiple projects simultaneously. The noise level in the work environment is usually moderate.