JOB DESCRIPTION
Helpdesk Technician

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The Helpdesk Technician under the general supervision of the Chief Technology Officer and the direct supervision of the Director of Desk Top Services, provides immediate technical support for users via telephone, voice mail, email, and service management software.

EDUCATIONAL / CERTIFICATION / EXPERIENCE REQUIREMENTS:
- High School Diploma or GED
- A.A.S. in Electronics, Computers, or equivalent schooling and/or experience
- Experience with a broad range of technologies, including desktop computers, networks, telephones, software applications, printers, and peripherals

ADDITIONAL REQUIREMENTS:
- Skills testing will be required

KNOWLEDGE / SKILLS / ABILITIES:
- Excellent telephone and communication skills
- Ability to Assess verbal computer concerns to provide technical support

DUTIES AND RESPONSIBILITIES:
1. Provides immediate and direct technical support for all district technologies over the telephone and email.
2. Provides documentation of all trouble tickets and work orders via email and the service management software.
3. Provides initial troubleshooting for end users.
4. Establishes communication between solution providers and end users.
5. Follows up on solutions for end users.
6. Other duties as assigned by the Director of Network Services or the Chief Technology Officer.
7. The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities, duties, and skills required.

WORKING CONDITIONS:
MENTAL DEMANDS: Ability to communicate (verbally and written), concentrate, reason, understand verbal instructions, analyze, differentiate, memorize, read, compile, compute, instruct, and maintain emotional control.
PHYSICAL DEMANDS: Ability to lift and/or carry heavy weight (45 pounds or more), stoop, kneel, crouch, crawl, pull, push, reach, perform repetitive hand motions, possess visual acuity, drive an automobile within district. Works with unusual noise levels, low or intense illumination, work around moving objects, and may work alone for prolonged periods of time.

SUPERVISORY RESPONSIBILITIES:
None

EQUIPMENT USED:
Basic office equipment

Paraprofessional Pay Grade: 10
Days: 226
Wage/Hour Status: Nonexempt
Updated: September 12, 2008

The Judson School District considers applicants for all positions without regard to race, color, national origin, age, religion, sex, marital or veteran status, the presence of a medical condition, disability, or any other legally protected status.