

**Fairfield Public Schools  
Fairfield, Connecticut 06825**

**NOTICE OF AVAILABLE POSITION**

**POSITION:** Help Desk Technician

**RESPONSIBLE TO:** Application Integration Specialist & Manager of Information Technology

**JOB DESCRIPTION:** The Help Desk Technician responds to a broad range of requests for assistance to resolve technology issues from school technicians, school secretaries and administrators, central departments and other staff members. The Help Desk Technician investigates and resolves software and hardware problems and refers unresolved issues to the Application Integration Specialist, Manager of Information Technology or the Manager's designee. The HDT also provides backup support for administrative software products used by the schools and departments. These activities will be carried out both at a central location and at school sites.

**MINIMUM QUALIFICATIONS:** Extensive hands-on experience and excellent skills in problem solving with a Windows Enterprise network environment including Windows XP Pro, Windows 7, Windows Server 2003 and 2008, Apple OS 10.X, all Microsoft Office products: Microsoft 365 and Google Docs including spreadsheets, word-processing, publishing and PowerPoint. Similar experience in some or all of the following administrative software functions: Tyler MUNIS budgeting, accounting, payroll, accounts payable, personnel and SQL databases such as student information systems; web page design and support. Experience with mobile devices and troubleshooting (e.g. Blackberry, iPod, iPad, Android phones.) Experience in the installation of and trouble shooting for Windows and Apple personal computers, printers and other peripherals and related network experience. Supportive interpersonal skills. Demonstrated ability to work without supervision and make independent judgments in complex situations. Ability to define problems, collect data, establish facts and draw conclusions. Ability to interpret an extensive variety of technical instructions. Appropriate English language skills, both written and oral is required. Customer Service orientation a must.

**SALARY:** \$60,200.00 annual salary

**WORK PERIOD:** 12 months

**STARTING DATE:** ASAP

**FILING DATE:** May7, 2014

**\*\*Note: an ESkills on-line assessment will be given to applicants as part of the interview process.\*\***

**CREDENTIALS REQUIRED:** Complete application online.