

## **Fairfield Public Schools**

**Title:** Help Desk Technician

**Job Purpose Statement:** The Help Desk Technician responds to a broad range of requests for assistance from building technicians, school secretaries and administrators, central departments and other staff members. The Help Desk Technician investigates and resolves software and hardware problems and refers unsolved issues to the Manager of Operational Support 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.

**Supervision Received:** Receives general supervision from the Manager of Information Technology.

**Supervision Exercised:** N/A

**Essential Job Functions:** Answers, evaluates and prioritizes incoming telephone, voice mail, e-mail and walk-in requests for assistance.

Refers unresolved issues to the field engineers or Manager of Operations.

Responds to requests from users experiencing problems with hardware, software, networking and other computer-related technologies.

Interviews those requesting assistance using established diagnostic procedures to determine source of problem.

Determines the source of each problem such as software, and other computer peripherals such as printers or scanners.

Handles problem recognition, isolation, resolution and follow-up for routine user problems referring more complex problems to supervisor or technical staff.

Logs and tracks calls using problem management database and maintains history records and related problem documentation.

Prepares standard statistical reports, such as help desk incidents reports.

Contacts software and hardware vendors to request service regarding defective products.

Updates information for inclusion in user training manuals and procedures documents.

Assemble training materials such as exercises and visual displays.

Provides hands-on basic assistance at sites in support of scheduled training for standard software and hardware.

Assists in the installation of personal computers, software and peripheral equipment.

**Incidental Job Functions:** The Director of Operations and/or the Central Office Administration may assign specific duties and responsibilities from time to time as the need arises.

**Knowledge, Skills and Abilities:** Extensive hands-on experience and excellent skills in problem solving in all desktop Microsoft Office products including spreadsheets, word-processing, publishing and website development. Similar experience in some or all of the following administrative software functions: budgeting, accounting, payroll, accounts payable, personnel and student information. Experience in the installation of and trouble shooting for computers, printers and other peripherals and related network experience. Supportive interpersonal skills. Appropriate English language skills, both written and oral. 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.

The successful candidate will demonstrate evidence of technical and other skills prior to any offer of employment.

**Minimum Qualifications Required:** Successful professional experience requiring similar skills and responsibilities. Associate's degree (A.A) or equivalent from a two-year college or technical school preferred. MCSE preferred.

**Physical Exertion/Environmental Conditions:** Regular intermittent exposure to computer screens as well as some light to medium Lifting. Some degree of stress in interacting with staff members, the public, and dealing with confidential information.

**Bulletin:** The Help Desk Technician responds to a broad range of requests for assistance from building technicians, school secretaries and administrators, central departments and other staff members. The Help Desk Technician investigates and resolves software and hardware problems and refers unsolved issues to the Manager of Operational Support 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.

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