



RIALTO UNIFIED SCHOOL DISTRICT CLASSIFIED

TECHNOLOGY SERVICES HELP DESK TECHNICIAN

DEFINITION:

Under the direction of an assigned Administrator or Supervisor, provide help-desk support to personnel and serve as the initial and primary point of contact for users who need assistance with computers, related peripherals, and software; provide technical support over the phone and provide assistance in response to submitted tickets via email and in-person; update student and staff data information records; assist users with student and new employee user system access, permission, information updates, usage, and training; assist with maintaining databases for reporting; provide interpretation of Information Technology Services policies and procedures; perform other job-related duties as assigned and/or as required.

ESSENTIAL DUTIES:

- Serve as the initial and primary contact for District users requesting technical assistance for PC's, printers, peripherals, and other applications; answer incoming phone calls from District personnel and vendors needing assistance with troubleshooting issues; analyze and prioritize technical problems.
- Troubleshoot and resolve problems with District standard management software and productivity software; complete IT incident tickets and/or escalate issues to tier-2 technicians, Database Analysts, or IT management personnel; log and categorize help desk incidents accurately; update users on the status of their incident.
- Oversee the Help Desk database to ensure that all incidents for assistance are recorded, acknowledged for action, completed and/or referred for resolution.
- Perform basic network administration functions, such as adding or deleting users and passwords, applying security restrictions to user accounts, and assigning trustee directory assignments.
- Assist in implementation, maintenance and operations of District applications and support systems; perform user administration and basic troubleshooting of District's standard email application.
- Provide support and assistance with the daily operations of application-related support services, auto dialer system, web portals, and information and business systems as assigned.
- Assist in mandated federal and State reporting process; create, extract, and process data requirements for State and federal reporting as assigned; provide assistance with complex data information systems projects as required.
- Prepare and maintain various reports related to assigned duties and the help desk application as required.
- May assist with outside agencies to exchange information, coordinate activities and resolve issues or concerns; Serve as a liaison between users, Technology Services staff, contractors, vendors service support and others as needed.
- Operate a variety of office equipment including a copier, fax machine, computer and assigned software applications.
- Attend meetings and training seminars related to assigned activities; monitor and review new software and hardware products and tools.
- Assist with the installation of computer equipment, printers, and scanners on District's network, as needed; assist with minor repairs of computers, as required.

- Perform other job-related duties as assigned and/or as required.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Help desk functions and software, policies and procedures.
- Standard software packages, including word processing, spreadsheet, presentation, and database programs.
- Microsoft Office Word, Excel, Access, and PowerPoint, including G-suite applications.
- System information extraction.
- Principles, characteristics, and practices of computer platform and operating systems used by the District.
- Research techniques, methods, and procedures.
- PC hardware, printers, operating systems, and characteristics.
- Technology related to electronic submission of data to CDE, CALPADS, and other organizations as assigned.
- Methods and procedures for creating and maintaining inventory records of hardware and software.
- Methods and techniques for resolving hardware and software problems and device errors and failures.
- Software systems utilized by the District to provide first-level support.
- Oral and written communication skills.
- Interpersonal skills using tact, patience and courtesy.
- Recordkeeping and report preparation techniques.
- Modern office practices, procedures and equipment.
- Technical aspects of field of specialty.

ABILITY TO:

- Provide help desk support to personnel concerning computer operations, software applications and related malfunctions.
- Operate and utilize computers, peripheral equipment, applications software, personal computer operating systems, and network services.
- Obtain accurate and complete information from users, in person, by email and by telephone, to identify their needs and problems as it relates to technology and develop responses and solutions.
- Establish and maintain highly effective customer-focused working relationships with users, other District and site staff, vendors, and others encountered in the course of work.
- Diagnose, isolate and resolve technical problems, or refer such problems to technicians, specialists or supervisors.
- Determine appropriate action within clearly defined guidelines.
- Communicate effectively, both orally and in writing.
- Work independently with little direction.
- Understand and follow oral and written directions.
- Meet schedules and timelines.
- Maintain records and prepare reports.
- Complete work with many interruptions.

EDUCATION AND EXPERIENCE:

EDUCATION:

Verification of a High School diploma, a GED certificate, or a higher degree. Completion of specialized computer support course.

EXPERIENCE:

Two or more years extensive experience providing technical support to clientele with problems related to computers, software, and hardware in a network environment; working with databases supporting specific purpose applications and support services and acting as a resource for problem identification and resolution concerning data issues. Recent job-related experience within the last five years is required.

LICENSES, CERTIFICATIONS, AND OTHER REQUIREMENTS:

- Verification of a valid California Motor Vehicle Operator's license.
- Insurability by the District's liability insurance carrier may be required.

PREFERRED QUALIFICATIONS:

Experience supporting remote computer users is desirable, but not required.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor, office work environment.

PHYSICAL ELEMENTS:

The physical requirements indicated below are examples of the physical aspects that the position classification must perform in carrying out essential job functions.

- Will occasionally exert 25 to 40 pounds of force to lift, carry, push, pull or otherwise move objects.
- Will stand, sit, walk, kneel, crouch, bend at the waist, reach above shoulder level and occasionally ascend and descend stairs.
- Must possess the ability to hear and perceive the nature of sound, must possess visual acuity and depth perception.
- Must be capable of providing oral information, both in person and over the telephone.
- Must possess the manual dexterity to operate a computer keyboard and other business-related equipment and to handle and work with various objects, materials and hand tools.

Reasonable accommodation may be made to enable a person with a disability to perform the essential functions of the job.

POTENTIAL HAZARDS:

N/A

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