

# CHANDLER UNIFIED SCHOOL DISTRICT

## JOB DESCRIPTION

**CLASSIFICATION:** TECHNICAL  
**TITLE:** HELPDESK II /USER ADMINISTRATOR  
**CALENDAR:** [HELPDESK II](#)  
**SALARY:** [GRADE 14](#)

### Job Goal

Maintaining, servicing, and/or repairing computer and Network LAN/WAN services including student and staff passwords and folders to ensure a prompt resolution to customer questions and problems.

### Minimum Qualifications

- High School diploma or equivalent plus knowledge of Windows based PC environment, Novell network and district software applications
- Ability to communicate effectively orally and in writing
- Ability to establish and maintain effective working relationships with staff and district technology users
- Ability to identify and provide process improvement suggestions to the attention of the network administrator and director or technology
- Knowledge of district equipment and operating systems
- Three or more years experience working in a large network desired
- Ability to troubleshoot and correct operational problems involved with networking operations
- Ability to add new users and maintain existing users to a network
- Ability to create and maintain user passwords and folders on the network
- Ability to support network and technology needs for a large and diverse user group
- Valid drivers license; may use personal vehicle to travel between sites
- Good human relations and communication skills
- Knowledge of and adheres to all policies, regulations and rules
- Satisfactory criminal background check
- *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*
- Manual dexterity to operate business related equipment
- Vision and hearing adequate to exercise job responsibilities in a safe manner

### Core Job Functions

- Responding to all internal and external customers, as it relates to position, in a prompt, efficient, friendly, and patient manner
- Being responsible, reliable and punctual
- Maintaining courteous relationships with students, staff, parents and treating others with respect
- Directing constructive criticism toward improving the district
- Exercising positive problem solving behavior and conflict resolution skills
- Adhering to the dress code appropriate for the site and job
- Sharing sensitive student and staff information on a need to know basis only
- Acting as an initial point of contact for district technology users
- Receiving, recording, responding and identifying problems and providing first line technical support solutions for district technology users
- Responding or routing technology issues or CSR work orders to appropriate Information Systems department personnel

- Updating all incoming calls in the CSR system and monitoring progress of CSR resolutions
- Documenting procedures to support district technology needs
- Advising district personnel of scheduled times for computer repair
- Maintaining LAN/WAN network hardware and software resources
- Maintaining software licensing
- Maintaining network security and integrity
- Adding and maintaining new users on the network
- Creating and maintaining staff and student passwords
- Creating and maintaining student and staff folders
- Supporting and maintaining site network resources
- Providing reports and information to the Director of Information Systems
- Performing related duties as requested
- Performing all duties in a safe and prudent manner as directed
- Making the well being of students the fundamental value in all decision making
- Establishing and maintaining cooperative working relationships
- Operating and caring for school districts' equipment properly
- Following district policies as outlined
- Performing all duties in a safe and prudent manner as directed by supervisors
- Participating in and/or leading in service programs

**Core Values/Professional Qualities:**

- Respond to all internal and external customers, as it relates to position, in a prompt, efficient, friendly and patient manner
- Function effectively as a team member
- Be responsible, reliable and punctual
- Be flexible and adaptable to change
- Positively accepting direction
- Establish and maintain courteous, cooperative working relationships with students, staff and parents
- Direct constructive criticism toward improving the district
- Exercise positive problem solving behavior and conflict resolution skills
- Adhere to the dress code appropriate to the site and job
- Share sensitive student and staff information on a need to know basis
- Be a positive role model for students
- Work with a large cross section of people in a professional and non-judgmental manner

**Physical Requirements – Office**

Positions in this classification typically require: stooping, kneeling, crouching, standing, walking, sitting, finger or manual dexterity, repetitive finger motion, speaking, hearing, seeing (with correction), focusing ability, or other factors applicable for the job. Employees may be subject to travel, odors, dusts, poor ventilation, workspace restrictions, and loud noises. Employees may be required to lift or exert up to 20 pounds of force to move objects occasionally, and up to 10 pounds of force to move objects frequently. 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.