

CHANDLER UNIFIED SCHOOL DISTRICT

JOB DESCRIPTION

CLASSIFICATION: TECHNOLOGY
TITLE: HELP DESK
CALENDAR: [HELP DESK](#)
SALARY: [GRADE 12](#)

Job Goal:

Determine the appropriate course of action to enable a prompt resolution to customer question 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 of technology
- Knowledge of district equipment and operating systems
- Knowledge of and adheres to all policies, regulations and rules

Core Job Functions:

- Acts as initial point of contact for district technology users
- Receives, records, responds and identifies problems and provides first line technical support solutions for district technology users
- Responds or routes technology issues or CSR work orders to appropriate Information Systems department personnel
- Updates all incoming calls in the CSR system and monitors progress of CSR resolutions
- Documents procedures to support district technology needs
- Advises district personnel of scheduled times for computer repair
- Performs related duties as requested
- Performs all duties in a safe and prudent manner as directed

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 accept 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.