

## **POSITION DESCRIPTION FOR ST. CLAIR COUNTY SCHOOL SYSTEM**

**Approved January 2019**

**TITLE:** Technology Help Desk Administrator

**JOB GOALS:** To provide support to end users on a variety of computing platforms  
To provide support for PC's, printers, tablets and other computing devices  
To diagnose computing and network issues.  
To participate in technology disaster recovery

**FLSA STATUS:** Non-Exempt

**REPORTS TO:** Technology Director

### **MINIMUM QUALIFICATIONS:**

1. High school diploma or its equivalent
2. Experience at a Technology Help Desk preferred
3. Possess technical training and technical certifications
4. Good public relations skills
5. Possess knowledge of various computer platforms
6. Possess knowledge of Microsoft Server, Active Directory and Group Policy
7. Possess knowledge of industry best practices and security recommendations
8. Possess knowledge in the operations of a network including diagnosing network problems and deployment of technology devices, software, and imaging
9. Possess knowledge of Help Desk ticketing software
10. Possess knowledge of asset and inventory tracking
11. Ability to be customer service and support oriented.
12. Possess and maintain a valid driver's license
13. Ability to meet the suitability criteria for employment and/or certification licensure under the Alabama Child Protection Act of 1999 and Act No. 2002-457
14. Ability to work collaboratively as a team member with large and/or diverse groups
15. Physical strength, mobility, dexterity, stamina, and acuity to perform job responsibilities
16. Proficiency in oral, written, and electronic communications and able to use various technological devices/software
17. Ability to be punctual in regular attendance
18. Ability and willingness to work a flexible schedule if needed
19. Such alternatives to the above qualifications as the Board may require

### **PERFORMANCE RESPONSIBILITIES AND ESSENTIAL FUNCTIONS:**

1. Demonstrates support for the school system, its purpose, direction, and priorities.
2. Demonstrates the ability to multi-task and to prioritize tasks efficiently.
3. Maintains confidentiality of any Board of Education business, its staff, and its students.
4. Demonstrates and models regular and predictable attendance.
5. Demonstrates professional appearance and demeanor at all times.

6. Demonstrates the ability to use technology for communication, presentations, research, data analysis, budgeting, record keeping, reporting, scheduling, and other job responsibilities as required.
7. Identifies, researches, and resolves technical problems.
8. Responds to telephone calls, emails and personnel requests for technical support.
9. Documents, monitors, and tracks reported problems to ensure a timely resolution.
10. Assists other team members with special projects and requests.
11. Utilizes and maintains Help Desk tracking software.
12. Assists with onboarding and orienting of new employees.
13. Installs, configures, and tests new workstations.
14. Maintains inventory of equipment, software, and software licenses.
15. Assigns users and computers to proper groups in Active Directory.
16. Models and maintains high ethical standards.
17. Reports potential problems and/or workplace irregularities to appropriate administrative personnel.
18. Demonstrates initiative in identifying opportunities for improvement in areas of responsibility.
19. Participates successfully in training programs, professional development, or other learning to increase skill and proficiency related to job performance and leadership.
20. Serves on school/system committees as required.
21. Responds to inquiries and requests in a timely and positive manner.
22. Maintains and submits required reports, records, and correspondence in a timely and accurate manner.
23. Maintains tools, equipment, and parts in good repair; efficiently uses time and system resources.
24. Adheres to school system rules, administrative procedures, local Board policies, and state, federal, and local laws.
25. Operates school system owned vehicles in accordance with state and local laws, and school board policy.
26. Follows, observes, and reports all violations of the Board approved Data Governance Policy to ensure data security.
27. Reports absences and takes leave in accordance with Board policies and procedures.
28. Performs other job-related duties and tasks as directed by the Technology Director and Superintendent.

**SALARY:** Based on the St. Clair County School System Salary Schedule

**TERMS OF EMPLOYMENT:** 12 month

**EVALUATION:** Performance will be evaluated according to board policy.

This job description describes the general nature and level of work performed by employees assigned to this position. It is not intended to be an exhaustive list of all job goals, qualifications, and responsibilities and the employee may be required to perform other related duties as assigned. The St. Clair County Board of Education reserves the right to amend the job description as needed.