

PARSIPPANY-TROY HILLS TOWNSHIP SCHOOLS

JOB DESCRIPTION

TITLE: Help Desk Technician

REPORTS TO: Manager of Technical Support

JOB GOAL: This position provides day-to-day technical support, advice, and service to the district staff. Main responsibilities are investigating, analyzing and resolving technology related issues and inquiries reported by end-users.

QUALIFICATIONS:

- Should have knowledge of various technologies deployed throughout the organization including Mac, Windows, iOS, and Chrome OS
- Should have experience with Help Desk software
- Ability to diagnose, troubleshoot, and resolve hardware, software, and network connectivity issues
- Professionalism: Being courteous, responsive, and aware of management needs. Treat others respectfully and uses mature judgment when deciding what and how to communicate
- Willingly acts as a resource to the entire department and cooperates with other department members to accomplish work
- Must be self-motivated with the ability to learn quickly and work independently
- Must be able to communicate effectively orally and in writing
- Should have experience in a school setting
- Required criminal background check and proof of US citizenship or legal resident alien status

PERFORMANCE RESPONSIBILITIES:

1. Provide first level of support addressing phone calls, tickets, and emails.
2. Provide direct support in answering, evaluating, logging, and prioritizing incoming phone calls, e-mails, and in-person requests for assistance in Help Desk software from users experiencing problems with hardware, software, networking, and other computer-related technologies.
3. Interviews user to collect information about problems and leads user through diagnostic procedures to determine source of error.
4. Makes every attempt to address issues before escalating ticket(s) to 2nd level support.
5. Able to prioritize and direct escalated issues to appropriate departments.
6. Performs account administration duties including moves, adds, changes, name changes, password resets, etc. for user databases such as Active Directory, Genesis, CSI and voice systems.

7. Maintains supply inventory and fulfills supply requests.
8. Works cooperatively with others and accepts direction from supervisors.
9. Participate in professional development and technical training as necessary to maintain and upgrade skills.
10. Perform such other duties that may be assigned.

Approved: May 22, 2014