POSITION DESCRIPTION

TITLE: Help Desk Coordinator
LOCATION: Administrative Service Center
REPORTS TO: Coordinator, Technology
DEPARTMENT: Information Technology (IT)

SUMMARY STATEMENT:
Under the supervision of the Technology Coordinator, the Help Desk Coordinator will coordinate telephone and e-mail support for user questions on software applications, computer hardware, and telecommunications issues. Using a computerized system, the Help Desk Coordinator will record trouble calls and disseminate information and dispatch technicians as needed. Working with the Manager of Information Technology (IT) the Help Desk Coordinator will assist in coordinating long-term plans for support of technology in the Evergreen School District.

ESSENTIAL FUNCTIONS:
1. Communicate effectively with students, staff, and the general public via telephone, and in writing.
2. Operate the computer, including performing data entry.
3. Establish and maintain an accurate computerized call recording system.
4. Maintain inventories of software, vendors, equipment, and users.
5. Perform software, computer hardware, and telecommunications troubleshooting.
6. Provide reports and statistical information on user issues and provide feedback on support calls and resolutions.
7. Assist in assessing and improving communications among support staff, including student workers, and between support staff and users.
8. Work with the Manager of Information Technology (IT) to improve support, including turnaround time and expectations of technology support within the Evergreen School District.
9. Perform research and continue education regarding software and hardware, focusing on possible additions to the Evergreen School District equipment as well as changes to the current installed base.
10. Based on the District's technology priorities, schedule and dispatch technical support.

OTHER RESPONSIBILITIES:
1. Perform other related duties as assigned.

PHYSICAL DEMANDS REQUIRED:
- Vision (66-100%)
- Speaking (66-100%)
- Hearing (66-100%)
- Sitting (66-100%)
- Use of hands and/or arms for repetitive motion (66-100%)
- Walking (Up to 33%)
- Acceptable Attendance
- Standing (Up to 33%)
- Reaching (Up to 33%)
- Lifting/Carrying (up to 50 lbs.) (Up to 33%)
- Pushing/Pulling (Up to 33%)
- Bending/Stooping (Up to 33%)
- Writing (66-100%)

MENTAL DEMANDS REQUIRED:
<table>
<thead>
<tr>
<th>Task</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reading Documents</td>
<td>(66-100%)</td>
</tr>
<tr>
<td>Math</td>
<td>(33-66%)</td>
</tr>
<tr>
<td>Constant Interruptions</td>
<td>(66-100%)</td>
</tr>
<tr>
<td>Verbal Communication</td>
<td>(66-100%)</td>
</tr>
<tr>
<td>Customer Contact</td>
<td>(66-100%)</td>
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<tr>
<td>Detailed Work</td>
<td>(66-100%)</td>
</tr>
<tr>
<td>Reasoning</td>
<td>(66-100%)</td>
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<tr>
<td>Multiple Concurrent Tasks</td>
<td>(66-100%)</td>
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<tr>
<td>Written Communication</td>
<td>(66-100%)</td>
</tr>
<tr>
<td>Problem Solving</td>
<td>(66-100%)</td>
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<tr>
<td>Confidentiality</td>
<td>(66-100%)</td>
</tr>
<tr>
<td>Training</td>
<td>(66-100%)</td>
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<tr>
<td>Reasoning</td>
<td>(66-100%)</td>
</tr>
<tr>
<td>Multiple Concurrent Tasks</td>
<td>(66-100%)</td>
</tr>
<tr>
<td>Confidentiality</td>
<td>(66-100%)</td>
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</tbody>
</table>

Percentages of requirements of physical and mental tasks are only an estimate. Reasonable accommodations for persons with a disability will be considered in order for them to perform the essential functions of the job.

(66-100%) = Continuously
(33-66%) = Frequently
(Up to 33%) = Occasionally

**TOOLS AND EQUIPMENT NECESSARY:**
Apple, IBM/PC (clone), telephone, typewriter, copy machines, FAX machine, calculator, printers, and all other tools and equipment necessary to perform the essential functions as listed.

**MINIMUM QUALIFICATIONS:**
(Testing may be required).
1. Typing/keyboarding of 50 wpm.
2. A minimum of three years of related experience or training in computer software and computer hardware troubleshooting.
3. Demonstrated ability to perform on the computer, including data entry, Microsoft software, Communications software, and Apple and Windows operating systems experience required.
4. Demonstrated ability to work independently with minimal supervision.
5. Demonstrated ability to communicate effectively with students, staff, and the general public in person, by telephone, via e-mail, and in writing.
6. Demonstrated ability to operate the tools and equipment as listed above.
7. Demonstrated ability to perform tasks accurately and in accordance with established guidelines.
8. Demonstrated ability to handle multiple priorities at one time.
9. Demonstrated ability to problem solve, analyze, and resolve related issues.
10. Demonstrated organizational skills and a commitment to follow through.
11. Demonstrated ability to perform under conditions of constant interruption and perform under deadline pressure.
12. Demonstrated ability to maintain confidentiality of sensitive information.
13. Demonstrated ability to establish and maintain positive relationships with others as part of a team.

**261 Days Per Year (Includes Holidays)**
8 Hrs. Per Day

PSE: ___________________________ Date: ______________

District: ________________________ Date: ______________

Revised Date: 01/09/2014
Classification: Professional Technicians (PSE)
Class: Class VII
Display on Web? Yes

Help Desk Coordinator