POSITION DESCRIPTION

TITLE: Lead Help Desk Coordinator
LOCATION: Administrative Service Center
REPORTS TO: Manager of Technology Support Services
DEPARTMENT: Information Technology (IT) Services

SUMMARY STATEMENT:
Under the supervision of the Manager of Technology Support Services, the Lead Help Desk Coordinator will coordinate telephone and e-mail support for user questions on software applications, computer hardware, and telecommunications issues. Using an incident and ticketing system, the Lead Help Desk Coordinator will record trouble calls and disseminate information and dispatch technicians as needed. Working with the Manager of Technology Support Services the Lead Help Desk Coordinator will assist in coordinating long-term plans for support of technology in Evergreen Public Schools.

ESSENTIAL FUNCTIONS:
1. Assign work orders to the Technology Support Services department, monitor progress, and follow through on work requests.
2. Evaluate, review, and modify procedures for efficiency.
3. Assist in developing protocols and procedures to facilitate a productive and proactive response to users.
4. Assist in the performance and discipline process as needed and as directed by the Manager of Technology Support Services. Communicate orally and/or in writing as performance concerns deem necessary.
5. Assist the Manager of Technology Support Services in personnel related activities including review of time sheets, performance evaluations, employee training, safety procedures, and record keeping.
6. Coordinate, compare, and balance workload within the assigned schools.
7. Establish and maintain an accurate computerized call recording system.
8. Maintain inventories of software, vendors, equipment, and users.
9. Perform software, computer hardware, and telecommunications troubleshooting.
10. Provide reports and statistical information on user issues and provide feedback on support calls and resolutions.
11. Assist in assessing and improving communications among support staff, including student workers, and between support staff and users.
12. Work with the Manager of Technology Support Services to improve support, including turnaround time and expectations of technology support within Evergreen Public Schools.
13. Perform research and continue education regarding software and hardware, focusing on possible additions to Evergreen Public School's equipment as well as changes to the current installed base. Based on the District's technology priorities, schedule and dispatch technical support.

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

PHYSICAL DEMANDS REQUIRED:
<table>
<thead>
<tr>
<th>Physical Demands</th>
<th>Requirement</th>
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<tbody>
<tr>
<td>Vision (66-100%)</td>
<td>Walking (Up to 33%)</td>
</tr>
<tr>
<td>Speaking (66-100%)</td>
<td>Acceptable Attendance</td>
</tr>
<tr>
<td>Hearing (66-100%)</td>
<td>Bending/Stooping (Up to 33%)</td>
</tr>
<tr>
<td>Sitting (66-100%)</td>
<td>Writing (66-100%)</td>
</tr>
<tr>
<td>Use of hands and/or arms for repetitive motion (66-100%)</td>
<td>Lifting/Carrying (up to 50 lbs.) (Up to 33%)</td>
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<tr>
<td>Standing (Up to 33%)</td>
<td>Reaching (Up to 33%)</td>
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**Mental Demands Required:**
- Reading Documents (66-100%)
- Math (33-66%)
- Constant Interruptions (66-100%)
- Verbal Communication (66-100%)
- Customer Contact (66-100%)
- Detailed Work (66-100%)
- Written Communication (66-100%)
- Problem Solving (66-100%)
- Training (66-100%)
- Reasoning (66-100%)
- Multiple Concurrent Tasks (66-100%)
- Confidentiality (66-100%)

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: ________________

New
Revised Date: 09/01/2017
Classification: PSE Lead Professional Technician
Class: Class VII + lead differential
Display on Web?: Yes

Lead Help Desk Coordinator