

DISTRICT SCHOOL BOARD OF PASCO COUNTY

JOB DESCRIPTION

Help Desk Technician

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| Department: Technology and Information Services | Job Code: 5064 |
| FLSA: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt | Salary Schedule: 28B |
| Reports To: Manager, Technology and Information Services | Work Days: 245 |
| Board Approved Date: September 5, 2017 | Work Hours: 7.5 hrs/day |

JOB GOAL: Responsible for providing technical support and training to end users regarding the operation and use of application software and workstation hardware.

ESSENTIAL DUTIES & RESPONSIBILITIES:

The following statements of duties and responsibilities are intended to describe the general nature and level of work being performed by individuals assigned to this position. These statements are not intended to be an exhaustive list of all duties and responsibilities required of all personnel within this position.

1. Provide Tier I and/or Tier II support to end users of various enterprise systems via phone, email, and other support systems.
2. Analyze and resolve questions and requests for technical support from end users regarding hardware and software issues, including correcting actions as needed.
3. Schedule and provide trainings to end users regarding daily processing and reporting requirements and that reinforce standard procedures.
4. Schedule and conduct system training classes that reinforce software and hardware functionality including FTE, end-of-year processing, introductions to new platforms, and changes in federal, state and local reporting requirements.
5. Assist with scheduling the processing and electronic exchange of student records including transcript information to the Florida Department of Education (FDOE) in a manner consistent with the predefined formats and timeframes established by both state and district protocols.
6. Record and maintain logs for help desk requests including the documentation of resolutions.
7. Perform other duties as assigned.

MINIMUM REQUIREMENTS:

Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the incumbent will possess the abilities or aptitudes to perform each duty successfully. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

KNOWLEDGE, SKILLS & ABILITIES:

- Knowledge of basic computer data processing or data entry procedures
- Working knowledge of applicable federal, state, and local reporting requirements and regulations
- Working knowledge of the operation and utilization of the various workstation hardware configurations installed throughout the district
- Ability to communicate effectively with a variety of audiences, orally and in writing, including electronic media
- Ability to organize, prioritize, manage and carry out duties efficiently and within established timeframes
- Ability to establish and maintain collaborative working relationships with all stakeholders

EDUCATION, TRAINING & EXPERIENCE:

- High school diploma or equivalent.
 - Experience in a help desk or data processing training operation.
- OR**
- Any equivalent combination of education and experience which provides the required knowledge, skills, and abilities to perform the essential duties and responsibilities of the position

CERTIFICATES, LICENSES, & REGISTRATIONS: None

PREFERRED QUALIFICATIONS:

- Two or more years of experience in a computer data processing or data entry position

SUPERVISORY RESPONSIBILITY None

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JOB DESCRIPTION

PHYSICAL REQUIREMENTS *(Describes physical conditions of this position):*

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| <input type="checkbox"/> | Sedentary Work | Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently to lift, carry, push, pull or move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met. |
| <input checked="" type="checkbox"/> | Light Work | Exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently. If the use of arm and / or leg controls require exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated as Light Work. |
| <input type="checkbox"/> | Medium Work | Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently and/or up to 10 pounds of force constantly to move objects. |
| <input type="checkbox"/> | Heavy Work | Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects. |
| <input type="checkbox"/> | Very Heavy Work | Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects. |

PHYSICAL ACTIVITY:

(Physical activities of the job are listed below and are with or without accommodations for disabilities for this position. Frequency of each applicable activity is noted according to the following: R = Regularly; F = Frequently; O = Occasionally, S = Seldom)

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| R | Sitting | Resting with the body supported by the buttocks or thighs. |
| O | Standing | Assuming an upright position on the feet particularly for sustained periods of time. |
| O | Walking | Moving about on foot to accomplish tasks, particularly for long distances. |
| S | Climbing | Ascending or descending ladders, stairs, scaffolding, ramps, poles, etc. using feet and legs and/or hands and arms. |
| S | Balancing | Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces. |
| O | Bending | Lowering the body forward from the waist. |
| O | Stooping | Bending body downward and forward by bending spine at the waist through the use of the lower extremities and back muscles. |
| O | Kneeling | Bending legs at knee to come to a rest on knee or knees. |
| O | Crouching | Bending the body downward and forward by bending leg and spine. |
| S | Crawling | Moving about on hands and knees or hands and feet |
| O | Twisting | Moving body from the waist using a turning motion. |
| O | Reaching | Extending hand(s) and arm(s) in any direction |
| O | Pushing | Using upper extremities to press against something with steady force in order to thrust forward, downward or outward. |
| O | Pulling | Using upper extremities to drag, haul or tug objects in a sustained motion. |
| O | Lifting | Raising objects from a lower to a higher position or moving objects horizontally from position- to-position through the use of the upper extremities and back muscles. |
| R | Finger Dexterity | Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm. |
| F | Grasping | Applying pressure to an object with the fingers and palm. |
| F | Feeling | Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips |
| R | Repetitive Motions | Substantial and continuous movements of the wrists, hands, and/or fingers. |
| R | Talking | Expressing or exchanging ideas by means of the spoken word. Those activities in which detailed or important spoken instructions must be conveyed accurately, loudly or quickly. |
| R | Hearing Acuity | The ability of perceive speech and other environmental sounds at normal loudness levels. |

DISTRICT SCHOOL BOARD OF PASCO COUNTY

JOB DESCRIPTION

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| R | Visual Acuity | The power to see at a level which allows reading of numbers and text, operations of equipment inspection of machines, etc. |
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WORKING CONDITIONS:

(Conditions the worker will be subject to in this position with or without accommodations for disabilities. Indicate all that apply to the position with an "X". Please note that there can be more than one condition.)

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| <input type="checkbox"/> | Outdoors | The worker is subject to outside environmental conditions. There is not effective protection from weather conditions such as wind, moisture, sunlight, extreme temperature changes, etc. |
| <input type="checkbox"/> | Indoors | The worker is subject to inside environmental conditions. There is protection from weather conditions but not necessarily from temperature changes. |
| <input checked="" type="checkbox"/> | Indoors and Outdoors | The worker is subject to both environmental conditions. Activities occur inside and outside. |
| <input type="checkbox"/> | Cold | The worker is subject to extreme cold. Temperatures are below 32 degrees for periods of more than one hour. |
| <input type="checkbox"/> | Heat | The worker is subject to extreme heat. Temperatures are above 100 degrees for periods of more than one hour. |
| <input type="checkbox"/> | Noise | The worker is subject to noise. There is sufficient noise to cause the worker to shout in order to be heard above the ambient noise level. |
| <input type="checkbox"/> | Vibration | The worker is subject to vibration. There is exposure to oscillating movements of the extremities or whole body. |
| <input type="checkbox"/> | Hazards | The worker is subject to hazards. This includes a variety of physical conditions, such as proximity to moving mechanical parts, electrical current, working on scaffolding and high places and exposure to high heat or chemicals. |
| <input type="checkbox"/> | Atmospheric Conditions | The worker is subject to atmospheric conditions. One or more of the following conditions affect the respiratory systems or the skin: fumes, odors, mists, gases or poor ventilation. |
| <input type="checkbox"/> | Oils | The worker is subject to oils. There is air and/or skin exposure to oils and other cutting fluids. |
| <input type="checkbox"/> | Respirator | The worker is required to wear a respirator. |
| <input checked="" type="checkbox"/> | None | The worker is not substantially exposed to adverse environmental conditions (such as in typical office or administrative work). |

MACHINES, TOOLS, EQUIPMENT:

(Machines, tools, equipment, electronic devices, vehicles, etc., used in this position.)

General office equipment, including personal computers, fax machines, copiers, telephones, etc.

Pasco County School District will provide reasonable accommodations to qualified individuals with disabilities to allow them to perform the essential functions of the job when such individuals request an accommodation.