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Job Summary

Serve as first point of contact for Information Technology (IT) and provide customer service and technical support through troubleshooting hardware, software, networking, telephony and other technology related issues and responding to general technology questions.

Department
Technology Services.

Reporting Relationship

Report to the Technology Services Manager and receive daily work coordination and technical direction from the Lead Service Desk Support Technician.

Responsibilities
The essential functions include, but are not limited to the following fundamental job duties:

The Service Desk Support Specialist will receive customer technology requests, identify problems; perform initial analysis of the situation; complete support at the Service Desk level and/or forward information on to other appropriate technical staff and engage in follow-up communication with the end-user until the problem is permanently resolved. Specific duties performed include the following

- Receive, log and track service tickets as first point of contact following agreed upon procedures from creation to close of ticket.
- Advise customers on appropriate action(s).
- Provide Level 1 technical support as defined by Information Technology including remote installation, maintenance, configuration, and troubleshooting of computer hardware and software, as well as, other peripherals and technology equipment to Information Technology Department approved standards.
- Route field support tickets to corresponding technical field support when applicable.
- Escalate tickets to the appropriate higher level technical staff when applicable.
- Document problems and resolutions within Service Desk Support system; update technical information in the Service Desk knowledge base system for reference by other technical staff in resolving similar incidents in the future.
- Liaise with other technical staff and the Lead Service Desk Technician to identify appropriate actions where necessary.

**SERVICE DESK SUPPORT
TECHNICIAN**

Responsibilities (continued)

- Communicate courteously and effectively with non-IT and IT staff alike to ensure customer and service level standards are met successfully.

- Undertake training and development when necessary to maintain awareness of new and emerging technologies.
- Follow guidelines, policies in the Standard Operating Procedures manual, the Service Level Agreement and the Operating Level Agreement of the Information Technology Department.
- Contribute to the District's Strong Schools, Strong Communities efforts by partnering with other staff to contribute to student achievement and the alignment and sustainability of resources.
- Perform other related duties as assigned.

Knowledge, Skills and Abilities

- Some knowledge of local area networks and related technologies.
- Excellent skills working with Microsoft Office products and other software and hardware industry standards.
- Excellent communication skills, verbal written and listening, including the ability to communicate effectively with individuals of varying levels of technology knowledge and skills.
- Good customer service and problem solving skills.
- Considerable ability to interact effectively with both building and district staff representing diverse cultural, ethnic and socioeconomic backgrounds.
- Considerable ability to work with minimal supervision.
- Ability to read, understand and follow technical and instructional documentation.
- Ability to work as a member of a team.
- Ability to work with detailed information.
- Ability and willingness to learn new technical skills relating to service desk functions.
- Ability to utilize a variety of methods to communicate with customers, including telephone, e-mail, web and in person.

Minimum Qualifications
- High school diploma or GED certificate.
- Two years of hands on work experience in the technical field involving the installation, troubleshooting and maintenance of Windows and Apple hardware, software, peripherals, operating systems and local are network environments.

Preferred Qualification
- Windows or Apple desktop support certified.
- A+ certification