

Goleta Union School District

Help Desk Technician

Basic Function

Under the direction of the Assistant Superintendent, Administrative Services, the Help Desk Technician provides assistance to staff and students on devices, individual accounts, software applications, operations and malfunctions; provide technical troubleshooting and diagnosis; provide follow-up on reported problems; provide problem resolution assistance and perform a variety of secretarial duties in support of the Informational Technology (IT) Department.

Representative Duties

Responds to inquiries from sites for the purpose of determining the type of request and level of priority that includes diagnosing issues, resolving problems, providing information and/or referring to appropriate IT Department staff.

Maintains and modifies files and records e.g. help desk log, work order system, etc. for the purpose of providing up-to-date reference and audit trail.

Prioritizes repair requests of computers and mobile devices to repair service or to senior IT Technicians.

Perform specialized technical work in minor repair, adjustment, installation, replacement, modification and routine maintenance of computers, mobile devices and audiovisual equipment.

Troubleshoots WiFi network and Ethernet connectivity for printers, computers and mobile devices.

Sets up and assists with the distribution of a variety of devices to staff and students.

Assist with deploying a variety of application software products and programs (e.g. user data, controlling passwords, scheduling backups, etc.) for the purpose of ensuring availability and functionality of district-supported software.

Processes warehouse and vendor requisitions for the purpose of providing information for submission to supervisor for review and approval.

Participates in meetings, workshops, or trainings for the purpose of conveying and/or gathering information for submission to supervisor for review and approval.

Supports assigned projects and programs for the purpose of ensuring security, maintenance and functionality of district-supported technology.

Performs other related duties as assigned.

Knowledge and Abilities

Knowledge of:

Specific knowledge-based competencies required to satisfactorily perform the job that include: operating computer software and hardware, printers, scanners, workstations and individual computers and/or devices.

Knowledge of modern office practices, procedures and equipment.

Perform basic math, including calculations using fractions, percents and/or ratios.

Ability to read a variety of manuals, write documents following prescribed formats, and/ to present information to others.

Help Desk Technician

Ability to:

Perform technical tasks with a need to occasionally upgrade skills in order to meet changing job conditions.

Provide appropriate customer service and guide others.

Work independently and as a team member.

Maintain accurate records.

Establish and maintain effective working relationships with students, staff and community resources.

Adhere to established timelines.

Demonstrate effective oral and written communications.

Travel to various sites.

Job related technology experience required

Possession of a high school diploma

Licenses and Other Requirements

Valid CA Drivers License

Working Conditions

Environment

Indoor and outdoor environment.

Driving a vehicle to conduct work.

Physical Demands

Dexterity of hands and fingers to operate a variety of electronic equipment.

Reaching overhead above the shoulders an horizontally.

Bending at the waist, kneeling or crouching.

Carrying, lifting, pushing or pulling heavy equipment.

Climbing ladders and working from heights.

Hazards

None