Purpose Statement

The job of Technologist (Help Desk) was established for the purpose/s of serving as a resource for users of District-wide information systems (student and business management); analyzing problems and issues related to the information systems and related software; and assisting users with data integrity and reporting.

Essential Functions

- Maintains department websites and databases for the purpose of delivering service in compliance with established guidelines.
- Maintains instructional software applications for the purpose of providing up-to-date resources for classroom use.
- Maintains manual and electronic documents, files and records (e.g. help desk log, work order system, etc.) for the purpose of providing up-to-date reference and audit trail.
- Participates in developing and monitoring district-wide software standards for the purpose of minimizing costs and ensuring data compatibility.
- Prepares written materials for the purpose of supporting end users and information system staff in the performance of their work.
- Provides system administration as assigned (e.g. database administration, report development, system and report design, specifications, system security, etc.) for the purpose of ensuring availability of services to authorized users.
- Compiles a variety of system and application utilization data for the purpose of providing information and/or completing special projects.
- Develops instructional materials (e.g. curricula, course materials, lesson plans, web-based documents, etc.) for the purpose of providing computer training to District personnel.
- Develops resource documents for use by application users (e.g. instructional technology, instructions, notices, reminders, etc.) for the purpose of documenting processes, providing written reference, and/or conveying information.
- Maintains a variety of manual and electronic files, documents and/or records (e.g. user names/logins, passwords, reports, help desk logs, databases, agreements, licenses, etc.) for the purpose of documenting activities, providing written reference, complying with mandated requirements, and ensuring user access to assigned applications.
- Participates in meetings, workshops and/or trainings for the purpose of conveying and/or gathering information required to perform job functions.
- Responds to inquiries from assigned departments and schools regarding district supported software for the purpose of resolving problems, providing information and/or referring to appropriate personnel.
- Troubleshoots a variety of instructional software and/or online resources for the purpose of ensuring the availability of resources used by teachers and other school staff.
- Tutors school site staff (via telephone and in person) on functions and operating requirements of instructional software applications for the purpose of providing ongoing support and maximizing the capabilities of instructional staff.
- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform single, technical tasks with a need to occasionally upgrade skills in order to meet changing job conditions. Specific skill-based competencies required to satisfactorily perform the functions of the job include: operating standard office equipment using pertinent software applications; and planning and managing projects; preparing and maintaining accurate records.
KNOWLEDGE is required to perform basic math, including calculations using fractions, percents, and/or ratios; read technical information, compose a variety of documents, and/or facilitate group discussions; and solve practical problems. Specific knowledge-based competencies required to satisfactorily perform the functions of the job include: business telephone etiquette; and pertinent software applications.

ABILITY is required to schedule activities and/or meetings; gather, collate, and/or classify data; and use basic, job-related equipment. Flexibility is required to work with others in a wide variety of circumstances; work with data utilizing defined and similar processes; and operate equipment using standardized methods. Ability is also required to work with a wide diversity of individuals; work with similar types of data; and utilize a variety of job-related equipment. Some problem solving may be required to identify issues and select action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is moderate. Specific ability-based competencies required to satisfactorily perform the functions of the job include: being attentive to detail; establishing and maintaining effective working relationships; communicating with persons with diverse technical knowledge and skills; maintaining confidentiality; and working with frequent interruptions.

Responsibility
Responsibilities include: working under limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating others; and operating within a defined budget. Utilization of some resources from other work units is often required to perform the job’s functions. There is a continual opportunity to have some impact on the organization’s services.

Working Environment
The usual and customary methods of performing the job’s functions require the following physical demands: some lifting, carrying, pushing, and/or pulling; some stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally the job requires 80% sitting, 10% walking, and 10% standing. This job is performed in a generally clean and healthy environment.

Experience
Job related experience is required.

Education
Community College and/or Vocational School degree with study in job related area

Equivalency
None Specified

Required Testing
None Specified

Certificates & Licenses
None Specified

Continuing Educ. / Training
None Specified

Clearances
Criminal Justice Fingerprint/Background Clearance

FLSA Status
Non Exempt