

Jordan School District
CLASSIFIED JOB DESCRIPTION

Job Title: Service Desk Technician (V41)	Job Family: 03
Department: Information Systems	Lane Placement: 8
Supervisor's Title: Director of Information Systems Support Services Manager	Contract: 242 Days
FLSA Classification: <u>Non-Exempt</u>	Hours per Day: 8
Original date: <u>03/09</u> Revised: <u>10/16</u> Revised: <u>06/21</u> Revised: _____	

GENERAL FUNCTION

Under the supervision of the support services manager and lead, the **Service Desk Technician** is responsible for providing technical and procedural service desk phone support and resolution for all applications, system software, hardware and peripheral equipment supported within the District. Acts as a level I technician to troubleshoot, diagnose, identify and resolve problems.

The incumbent is responsible to follow all policies and guidelines as detailed by District policy.

ESSENTIAL FUNCTIONS

- Provide technical and procedural service desk phone support and resolution for all applications, system software, hardware and peripheral equipment supported within the District.
- Act as a level I technician to provide initial assessment, troubleshoot, diagnose, identify and resolve problems.
- Initiate corrective action or carry out instructions to resolve incidents. If needed, refer advanced or more technical issues to level II technical support personnel. Ensure incidents are resolved and services restored as quickly as possible.
- Maintain an accurate record of customer incidents and their resolutions. Keep customers informed on status/progress of incidents.
- Outline recommended procedures and provide instruction, direction and follow-up to customers.
- Support application development and technology needs.
- Assist in the resolution of application or system software problems and technical computer equipment problems.
- Assist with proper collection of data and reporting. Assist with data integrity and quality checks.
- Recognize and identify potential problem areas that may require software or procedural changes; provide input for software or procedural changes.
- Provide support for user security and access to District applications.
- May be required to travel to other District buildings using a personal vehicle.
- Assist customer support group as needed.
- This position requires punctual and regular daily attendance.

NON-ESSENTIAL FUNCTIONS

- Other duties as assigned.

- This description should not be construed to contain every function/responsibility that may be required to be performed by an incumbent assigned to this position.
- Incumbent is required to perform other related functions as assigned. Other related functions can be performed for no more than 20% of an employee's normal workweek (i.e. eight (8) hours per week, or thirty-two (32) hours per month).

QUALIFICATION REQUIREMENTS

- Incumbent must be fingerprinted and clear a criminal background check.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education, knowledge and experience requirements; the machine, tools and equipment used; and any licenses or certifications required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

Minimum Job Qualifications:

- Requires High School diploma, GED or equivalent as reviewed by the Department of Human Resources. Verification may be required.
- Requires one year formal training in computer science, software engineering, information management or related field plus three years of work related experience with demonstrated competence or an equivalent combination of education and experience
- Requires effective interpersonal skills to interact with individuals and groups at all organizational levels, as well as parents, agencies and vendors.
- Knowledge of K-12 administrative computer systems and office software and hardware.
- Ability to troubleshoot and operate computer systems and peripheral equipment.
- Ability to effectively communicate verbally and in writing to.
- Ability to manage multiple customer requests and assess customer needs.
- Ability to work in a team oriented customer service environment.
- Available for occasional shift work if needed.
- Requires a valid driver's license that allows incumbent to legally operate a motor vehicle in Utah.
- Must be self-motivated and proactive in completing tasks with minimal direction.

NOTE: The Administration reserves the right to require specific training for this position. However, depending upon the type and quality of prior work experience and availability of formal training programs, some exchanges can be made between training and experience.

Machines, Tools & Equipment Used:

- Office equipment and computer hardware, software and peripherals.

Physical Requirements – Not limited to the following:

- Constant sitting (up to 8 hours) and near vision.
- Frequent pinching of wires and fine motor dexterity.
- Occasional overhead work, climbing ladders up to 20 feet, awkward carrying up to 35 pounds and awkward lifting up to 35 pounds.

- Occasional (0-33%) Frequent (34-66%) Constant (66-100%)
- Physical ability to perform the essential functions listed above with or without reasonable accommodation.
- Possess the physical, mental and emotional stability to work under stressful condition, including but not limited to: deadlines, contract requirements, inspection requirements and interaction with critical personnel.

NOTE: *This list of essential and marginal functions and of physical requirements is not exhaustive and may be supplemented in accordance with the requirements of the job.*