

**CLARKSVILLE-MONTGOMERY COUNTY SCHOOL SYSTEM
CLARKSVILLE, TENNESSEE
CLASSIFIED JOB DESCRIPTION**

Job Title: Help Desk Technician

Department: Information Systems

**Grade F
H.P.D. 8
D.P.Y. 260**

Job Description

Date Reviewed: November 2007

Reports To: Chief Technology Officer

Purpose of Job

The purpose of this job is to provide a point of contact to CMCSS personnel for network and computer and peripheral hardware problems and questions. Duties include but are not limited to: answering staff questions in person or by phone or e-mail on all CMCSS supported applications and hardware, analyzing problems using automated diagnostic programs, managing the process for receipt and distribution of laptops to appropriate CMCSS staff, tracking and resolving recurrent problems and performing additional tasks as assigned by the Chief Technology Officer.

Essential Duties and Responsibilities

The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Provide phone, e-mail and in-person support to users in the areas of all CMCSS supported hardware and software problems and questions.

Manage process for receipt and delivery to laptops to CMCSS staff.

Maintain accurate inventory records on computer equipment receipts and distributions.

Diagnose source of reported problems (hardware, software, user access, etc.), repair or forward to Repair Shop.

Facilitate in submission of Technology Work Orders, as needed.

Serve as a liaison between staff and the Information Systems Department to resolve more complex issues.

Install software programs and updates on equipment, as needed, and protect personal data, including passwords.

Maintain access to appropriate passwords to reset, as needed.

Communicate, document and track recurring issues.

Utilizes computer to assist in testing and repairing other computers.

Aligns, adjusts, and calibrates equipment according to specifications.

Additional Job Functions

Performs other duties as required.

Minimum Training and Experience Required to Perform Essential Job Functions

Associate degree in computer repair or Military Class A School in Electronics, or A+ Certification with high school diploma (or GED) required; or any equivalent combination of education, training, and experience that provides the requisite knowledge, skills and abilities for this job. Valid driver's license and the ability to provide reliable transportation to deliver equipment or provide needed services to all CMCSS locations.

KNOWLEDGE OF JOB

Has general knowledge of the policies, procedures, and activities of the School System and transportation practices as they pertain to the performance of duties relating to the job of Help Desk Technician. Has general knowledge of Information System practices as necessary in the completion of daily responsibilities. Knows how to develop and administer operations and staff plans and objectives for the expedience and effectiveness of specific duties of the department. Knows how to keep abreast of any changes in policy, methods, equipment needs, etc. as they pertain to departmental operations and activities. Is able to effectively communicate and interact with supervisors, members of the general public and all other groups involved in the activities of the department. Is able to assemble information and make written reports and documents in a concise, clear, and effective manner. Have good organizational, human relations and technical skills. Is able to use independent judgment and work with little direct supervision when necessary. Has the ability to comprehend, interpret, and apply regulations, procedures and related information. Has comprehensive knowledge of the terminology, principles, and methods utilized within the department. Has the mathematical ability to handle required calculations.

**(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED
TO PERFORM ESSENTIAL JOB FUNCTIONS**

PHYSICAL REQUIREMENTS: Must be physically able to operate a variety of office machines and computer equipment such as telephone, computers and peripherals, typewriters, copiers, adding machines, intercom systems, etc. Must be able to use body members to work, move or carry objects or materials. Must be able to exert up to twenty pounds of force occasionally, and/or up to ten pounds of force frequently. Physical demand requirements are at levels of those for Moderately Active work.

DATA CONCEPTION: Requires the ability to compare and or judge the readily observable functional, technical, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

INTERPERSONAL COMMUNICATION: Requires the ability of speaking and/or signaling people to convey or exchange information. This includes giving assignments and/or directions to co-workers or assistants.

LANGUAGE ABILITY: Requires the ability to read a variety of informational documentation, directions, instructions, and methods and procedures related to the job of Help Desk Technician. Requires the ability to write reports with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control, and confidence using correct English and a well-modulated voice.

INTELLIGENCE: Requires the ability to learn and understand complex principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to the job of Help Desk Technician.

VERBAL APTITUDE: Requires the ability to record and deliver information to supervisors and officials; to explain procedures and policies; and to follow verbal and written instructions, guidelines and objectives.

NUMERICAL APTITUDE: Requires the ability to utilize mathematical formulas; add and subtract totals; multiply and divide; determine percentages; determine time and weight.

FORM/SPATIAL APTITUDE: Requires the ability to inspect items for proper length, width, and shape, visually with office equipment.

MOTOR COORDINATION: Requires the ability to coordinate hands and eyes in using automated office equipment.

MANUAL DEXTERITY: Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have the ability to use hand for twisting or turning motion while coordinating other hand with different activities. Must have average levels of eye/hand/foot/coordination.

COLOR DISCRIMINATION: Requires the ability to differentiate colors and shades of color.

INTERPERSONAL TEMPERAMENT: Requires the ability to deal with people (i.e. staff, supervisors, general public, and officials) beyond giving and receiving instructions such as in interpreting departmental policies and procedures. Must be adaptable to performing under considerable stress when confronted with an emergency related to the job of Help Desk Technician.

PHYSICAL COMMUNICATION: Requires the ability to talk and/or hear: (talking - expressing or exchanging ideas by means of spoken words). (Hearing - perceiving nature of sounds by ear).

ATTENDANCE: A regular and dependable level of attendance is an essential function for this position.

The Clarksville-Montgomery County School System is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the school system may provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this job description by the employee assigned to the job and the immediate supervisor.

Employee's Signature

Supervisor's Signature

Date

Date