

PUEBLO SCHOOL DISTRICT 60
CLASSIFIED JOB DESCRIPTION

It is essential that all employees of Pueblo School District 60 understand our mission is to provide a high-quality education that assures each student the knowledge, skills, and dispositions to lead a life of purpose and impact. Employees support the community and thrive in connecting with our students by embracing the core values of the district, which state:

- We believe that the success of every student is our most important commitment.
- We believe that collaboration and engagement with our community, parents, staff, and students are essential to our success.
- We believe that we must act with integrity, celebrate diversity, and promote equity.
- We believe that each individual must be treated with dignity and respect.
- We believe that the social and emotional well being of our students is as important as their academic needs.
- We believe that it is our responsibility to provide a safe, positive, and supportive environment for our students and staff
- We believe that our community heritage, traditions, and history should inform our response to future student and district needs.

As we embrace these values and consider their impact, we will achieve our vision of being a high performing school district that inspires community confidence. Each employee plays a part, and that contribution should bring us closer to helping each student achieve their dreams.

Job Title:	Service Desk Technician
Prepared Date:	03/09/2021
Revised Date:	9/25/2023
Work Year:	213 Days
Department:	Technology
Reports To:	Director of Technology
Salary Range:	Technology Salary Schedule
Benefits:	Fringe Benefits based on Schedule B
Status:	FLSA Status: Non-Exempt

SUMMARY:

The Service Desk Technician's role is to ensure proper computer operation so that end users can accomplish business tasks. This includes receiving, prioritizing, documenting, and actively resolving end-user help requests and escalating incidents when considered appropriate and necessary to maintain SLA expectations. Problem resolution may involve the use of diagnostic and help request tracking tools, as well as requiring that the individual give in-person, hands-on help at the desktop level through remote login.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

REQUIRED:

- Six (6) months experience in technical assistance or customer support
- Valid Colorado Driver License and ability to be insured by District Insurance Carrier
- Employee must complete a fingerprint-based criminal background check and must be cleared by the Office of Human Resources
- Must be able to communicate effectively in English, both orally and in writing, using proper grammar and vocabulary

PREFERRED:

- College Degree in Computer Information Systems, IT Management, or related field
- Prior experience in a medium to large sized K-12 public school district

SKILLS AND KNOWLEDGE:

- Some knowledge of basic computer hardware, including Laptops, Desktops, mobile devices and other related equipment.
- Some experience with desktop and server operating systems, including DOS/Windows/MAC-based computer systems, ChromeOS, and mobile devices.
- Some application support experience with Inventory Management and Ticketing Systems.
- Exceptional written and oral communication skills.
- Exceptional interpersonal skills, with a focus on rapport building, listening, and questioning skills.
- Strong documentation skills.
- Ability to conduct research into a wide range of computing issues as required.
- Ability to absorb and retain information quickly.
- Ability to present ideas in user-friendly language.
- Highly self-motivated and directed.
- Keen attention to detail.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Exceptional customer service orientation.
- Experience working in a team-oriented, collaborative environment.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The following statements of duties and responsibilities are intended to describe the general nature and level of work being performed by individuals assigned to this position. These statements are not intended to be an exhaustive list of all duties and responsibilities required of all personnel within this position. This organization believes that every individual makes a significant contribution to our success. That contribution should not be limited to assigned

responsibilities. Therefore, this position description is designed to define primary duties, qualifications and job scope but should not limit the incumbent nor the organization to the work identified. It is our expectation that every employee will offer his/her services wherever and whenever necessary to ensure the success of the District's/department's goals. Actual duties, responsibilities, frequency, and percentages may vary depending upon building assignments and other factors.

- Provide first contact support of incoming requests to the service desk via telephone, web portal, email, and chat to ensure courteous, timely, and effective resolution of end-user issues.
- Build rapport and elicit problem details from service desk customers.
- Prioritize incidents and service requests according to defined processes to meet defined SLAs.
- Escalate incidents with accurate documentation to suitable technician, when required.
- Record, track, and document the service desk incident-solving process, including all successful and unsuccessful decisions made and actions taken, through to final resolution.
- Use remote tools and diagnostic utilities to aid in troubleshooting.
- Handle the incoming and outgoing technology equipment to include asset tagging, inventory tracking, and EOL procedures.
- Research solutions through internal and external knowledgebase as needed.
- Identify and learn appropriate software and hardware used and supported by the organization.
- Perform hands-on fixes at the desktop level when remote tools are not appropriate, including hardware repairs, delivery of peripherals, or other fixes as determined.
- Install antivirus software and ensure virus definitions are up to date.
- Perform preventative maintenance, including checking and cleaning of workstations, printers, and peripherals.
- Test fixes to ensure an incident has been adequately resolved.
- Responsible for the distribution of HotSpots and Cell phones.
- Send out Outage (planned and unplanned) communication
- Develop help sheets and FAQ lists for end users.
- Contribute to technician knowledgebase as needed
- Reinforce SLAs to manage end-user expectations.
- Provide suggestions for continual improvement.
- Alert Management of emerging trends in incidents
- Deploy pre-packaged software using distribution tools and processes as requested by end users.

NON-ESSENTIAL DUTIES:

- Perform any and all other duties as assigned by the Director of Technology

The physical demands, work environment factors, and mental functions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is required to stand; walk; sit; use hands and fingers to handle or feel. The work requires the use of telephone and using fingers to operate computer keyboards. The employee is continually hearing and speaking to exchange information. The employee is required to reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl.

In a 9-hour workday, this job requires:

R – Rarely (Less than .5 hr per day)

O – Occasionally (.5 – 2.5 hrs per day)

F – Frequently (2.5 – 6 hrs per day)

C – Continually (6 – 9 hrs per day)

NA – Not Applicable

Physical Requirements	NA	R	O	F	C
Sitting					X
Stationary Standing			X		
Walking (level surface)			X		
Walking (uneven surface)		X			
Crawling		X			
Crouching (bend at knees)			X		
Stooping (bend at waist)			X		
Twisting (knees/waist/neck)			X		
Turn/Pivot			X		
Climbing (stairs)			X		
Climbing (ladder)		X			
Reaching overhead			X		
Reaching extension				X	
Repetitive use arms				X	
Repetitive use wrists				X	
Repetitive use hands grasping			X		
Repetitive use hands squeezing			X		
Fine manipulation					X
Using foot control			X		
*Pushing/Pulling Maximum weight: 50 lbs.				X	
Lifting Maximum weight: 50 lbs.				X	
Carrying Maximum weight: 50 lbs.				X	

WORK ENVIRONMENT:

Employee will work primarily in a school/office environment with both natural and fluorescent lighting with moderate to loud noise levels. Occasional travel between district facilities required