



Job Title:	Help Desk Technician II	Wage/Hour Status:	Nonexempt
Reports To:	Technology Coordinator of Campus Support	Pay Grade:	Category 2
Dept. /School:	Technology	Date Revised:	July 21, 2011

Primary Purpose:

Provide technical support to customers via phone or remote access on all district supported hardware, software applications and peripherals. Troubleshoot problems and determine source, and advise on appropriate action. Assist MISD staff with procurement of computers, licensing, network, telecommunications, and related equipment and services according to federal, state, and district requirements.

Qualifications:

Education/Certification:

High school diploma or GED, preferred
A+ certification
Dell repair certification
IBM repair certification

Special Knowledge/Skills:

Broad knowledge of computer hardware and software applications
Ability to detect and resolve problems
Familiar with a variety of the front offices concepts, practices and procedures
Excellent organizational, communication and interpersonal skills
Knowledge of various operating systems (Windows)
Knowledge of procurement policies and practices

Experience:

One year's experience installing, maintaining and repairing computers and peripherals
Two years' experience in technology procurement role

Major Responsibilities and Duties:

1. Respond to questions from callers and walk-ins; remotely assist administrators and staff with technology problems in offices, classrooms and labs, as needed.
2. Assign and re-assign work orders, as needed.
3. Document, track, and monitor problems to ensure timely resolutions.
4. Identify, research, and resolve technical problems.
5. Assist with maintenance of hardware and software pricing list on Technology website.
6. Document resolutions for future reference.
7. Assist with system and operations support relative to the maintenance and enhancement of pc support.

8. Become familiar with available help resources; stay updated on campus technology changes or problems.
9. Key requisitions for technology related equipment and services.
10. Assist with assessment of requests for other technology related goods and services by ensuring that they are allowable under limitations, restrictions, and policies.
11. Provide quotes from approved vendors for appropriate goods and services.
12. Prepare spreadsheets and maintain databases to track certain expenditures.
13. Research and evaluate suppliers based on price, quality, selection, service, support, availability, reliability, production, and distribution capabilities as well as reputation and history.
14. Maintain district licensing database.

Safety:

15. Operate tools and equipment according to prescribed safety procedures.
16. Follow established safety procedures and techniques to perform job duties including lifting, climbing and carrying.
17. Correct unsafe conditions in the work area and report any conditions that are not correctable to the supervisor immediately.

Other:

18. Other duties as assigned.

Supervisory Responsibilities:

The employee may lead the work of Help Desk Technicians; however, the responsibility does not involve formal supervisory responsibilities.

Working Conditions:

Mental Demands/Physical Demands/Environmental Factors:

Some district wide travel; occasional prolonged and irregular hours.

NOTE: The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities, duties, or skills that may be required.