



Position Title:	Technology Help Desk - Tier 1 Support
Date Modified:	July 2020
FLSA Classification:	Nonexempt
Reports To:	Director of Educational Technology
Purpose:	Serves as Tier 1 IT support contact for students, faculty, and staff; troubleshoots problems related to desktop systems, laptops, mobile devices, printers and network connectivity; and maintains detailed records of all support work.

Essential Functions:

- Take initial telephone and email inquiries from faculty, staff, students and parents
- Log all call activity and maintain database of email inquiries
- Manage Tier 1 hardware, software and network problems; recognize and escalate more difficult issues to Tier 2 support
- Provide assistance to students, faculty, staff and parents in navigating school-wide systems
- Setup and install computers, monitors, printers, scanners, and peripherals; relocate existing equipment as necessary
- Troubleshoot mobile devices, desktops, laptops, printers, peripherals, cabling and other related devices
- Troubleshoot basic network connectivity issues with Wi-Fi and LAN & basic issues with classroom desktop phones
- Coordinate technology setups for substitutes
- Coordinate technology setups for school-sponsored events
- Performs other related duties as assigned by the Director of Educational Technology

Qualifications:

- Ability to clearly communicate technology solutions in a user-friendly, professional manner to all school constituents
- Ability to troubleshoot and define problems and recommend/implement appropriate solutions
- Must have a sense of urgency and a customer-friendly attitude
- Ability to work in a team environment
- Strong technical understanding of technology, including the various hardware, software and networking systems being supported
- Associate's degree or completion of coursework at a technical school preferred; High school diploma with appropriate certifications will be considered
- Minimum of 1 year of experience in a similar position or equivalent training and experience
- Experience with a range of software, hardware, and operating systems including Mac OSX, Mac iOS, Windows, Google Suite, Microsoft Office, Remote Desktop, and Filemaker
- Able to use basic office equipment
- Committed to inclusion and issues of social justice and equity

Physical Requirements and Work Environment:

- Frequently lift up to 30 lbs. of computer equipment
- Crawl under or around furniture to install computer equipment
- Works in standard office conditions and climate

Acknowledgment

I understand the responsibilities and competencies of the Technology Help Desk - Tier 1 Support position.

Signature

Date

POLICY OF NON-DISCRIMINATION

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