

Help-Desk Technician JOB DESCRIPTION

Under general supervision, provide technical software, hardware and network problem resolution to all School computer users; clearly communicate technical solutions in a user-friendly, professional manner; provide one-on-one end-user training as needed; assist Network Technicians; troubleshoot network printer problems; pass more complex School network problems on to Network Technicians; conduct hardware and software inventory database maintenance and reporting; and perform related work as required.

KEY DUTIES AND RESPONSIBILITIES:

1. Identifies, diagnoses, and resolves problems related to personal computer software and hardware, including network or local printer problems, e-mail, Internet and local-area network access.
2. Respond promptly to requests for technical assistance in person, via phone or electronically.
3. Clearly communicates solutions to end-users.
4. Install and maintain software on users' computers.
5. Clean, modify and repair computer hardware including monitors, keyboard and printers and other peripherals.
6. Coordinates timely repair of PC computer equipment
7. Prepare activity reports for the Technology Director.
8. Helps install local area network cabling systems and equipment such as network interface cards, hubs and switches.
9. Follow standard help desk procedures and Administer help desk software.
10. Track and route problems and requests and document resolutions, including creating materials for end-user frequently asked questions (FAQs).
11. Presenting training classes.

ABILITY TO:

Deliver technical customer support; identify, troubleshoot and resolve a wide range of technical computer-related problems; identify, evaluate and solve end-user workstation problems; support and train end-users in a wide range of software applications as needed; read, understand and apply complex technical information; master new computer technology; maintain cooperative working relationships; demonstrate sensitivity to, and respect for, a diverse population.

KNOWLEDGE OF:

Desktop operating systems, various software applications and hardware for the PC; principles and theories of network systems and management; Internet technologies and products; basic understanding of electrical safety procedure.