

MAPLE RUN UNIFIED SCHOOL DISTRICT
Job Description

Job Title: IT Help Desk Technician
Location: Maple Run Unified School District
Job Group: Non-Union
Reports To: Director of Technology

Summary: The IT Helpdesk provides technical support, advice, and assistance with technical, hardware, network and software system problems. Performs other duties as assigned by the Director of Technology and Innovation or Building Administrator.

Essential Duties and Responsibilities: *The duties, responsibilities, and expectations for this position are to be carried out in a manner that will ensure the continued goodwill, cooperation, and confidence of parents, staff, administration, and the Board of School Directors.*

1. Basic troubleshooting or repair of software and hardware.
2. Manage helpdesk ticket queue, working on tickets and providing solutions in a timely manner.
3. Brief users as well as management on the status of current resolution efforts and attend daily/weekly meetings as requested or required.
4. Manage and maintain computer devices.
5. Manage and maintain user accounts.
6. Manage laptop and other device loans to users.
7. Ensure users are complying with technology Responsible Use Agreements and MRUSD network and device policies.
8. Maintain printers and printing operations, maintain printer supplies including replacement and ordering.
9. Provide technical support for testing events.
10. Provide technical support for audio/visual events.
11. Ensure that all computers are periodically cleaned.
12. Ensure that all technology equipment and rooms are organized and secure.
13. Manage and maintain other devices as needed.
14. Maintain a high level of confidentiality of information.
15. Performs any and all other duties as assigned.

Qualification Requirements: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are typical of the knowledge, skill, and/or ability

required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: High school graduate or equivalent. Previous experience working with children preferred.

Language Skills: Ability to read and interpret documents such as safety rules, operating and maintenance instructions. Ability to communicate effectively with others is required.

Mathematical Skills: Basic math skills including addition, subtraction, multiplication, and division.

Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where standardization exists. Ability to interpret written, oral, diagram, or scheduled instructions is required.

Other Skills and Abilities: Excellent diagnostic, analytical and problem-solving skills for software and hardware troubleshooting.

Physical Demands: The physical demands described here are typical of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations as defined by the Supervisory Union may be made to enable individuals with disabilities to perform the essential functions. The employee is required to stand and sometimes sit. Short and long-range vision is required. The employee should be able to transport and lift technology equipment between classrooms, offices, storage areas, and school/district locations. routinely handle objects weighing up to 25 lbs and on occasion may be expected to lift objects weighing up to 50 lbs.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is expected to be moderate. Work is primarily performed at MRUSD schools, some remote work may be allowable.

Evaluation: Per Non-Union Guidelines

Date: 3/17/2022

The information contained in this job description is for compliance with the Americans with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed for this position. Additional duties are performed by the individual(s) currently holding this position and additional duties may be assigned. The Board reserves the right to waive the essential requirements contained in this job description.