



**Position Title:** Help Desk Specialist  
**Department:** IT Department  
**FLSA:** Non-Exempt  
**Term:** 12-Month Employee

## **SUMMARY**

The Help Desk Specialist role will be the first point of contact for all IT questions, including any application or hardware support questions or issues. They will analyze and diagnose issues and offer a prompt response and resolution by working closely with outside vendors to facilitate any necessary repairs.

## **ESSENTIAL FUNCTIONS**

- Support the day-to-day technical needs of the school community. This includes creating and maintaining logs of issues, prioritizing and communicating resolutions with users.
- Providing step-by-step end-user training as needed for hardware/software.
- Assist with monitoring and maintaining the school's computer systems and networks.
- Responsible for tech setups for meetings and special events.
- Add and maintain users on the network and cloud-based systems by assigning application access, ensuring security, and maintaining their configurations withing standards.
- Assist with tracking hardware assets.
- Stay current on trends and new developments in the areas of educational technologies, software, hardware, networks, telecommunications, training and maintenance.

## **QUALIFICATIONS**

- 1-3 years of IT/Help Desk experience supporting multiple users in Mac and Windows environments including applications and hardware.
- Thorough knowledge of Microsoft Windows and Office 365. Microsoft Certification preferred.
- Working knowledge of virtualization technologies.
- Professional written and verbal communication, organizational, and interpersonal skills.
- The ability to handle multiple, simultaneous, and complex tasks and projects efficiently and effectively without constant supervision.
- The ability to represent the school in the larger community in a positive manner that reflects the school's mission, vision and values.



- Ongoing professional development to remain knowledgeable of relevant technology that would benefit efficient helpdesk and tech support operations.

## **WORK ENVIRONMENT**

- This job operates in a professional school environment. While performing the essential functions of this job, you will be expected to frequently sit, stand, walk, climb, talk, type, hear and see (close/distance, color, peripheral vision and depth perception).
- The ability to physically lift, bend, push, and pull up to fifty (50) pounds on a regular basis.
- The ability to move around campus to attend in-person meetings and collaborate with stakeholders in-person.
- Availability to participate in an on-call rotation is required. While not physically present on-campus during on-call periods, the ability to maintain accessibility using a mobile device and/or laptop with internet connectivity and prompt response times are required.
- Emergency staff designations, such as, ability to lead or direct students during emergency drills and real emergency events may be required.

*This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, Responsibilities, and activities may change at any time, with or without notice, to meet the needs of the school.*

*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions, in accordance with the Americans with Disabilities Act (ADA).*