



Longview Independent School District

JOB DESCRIPTION HELP DESK COORDINATOR

JOB TITLE:	Help Desk Coordinator	WAGE/HOUR STATUS:	Non-Exempt
REPORTS TO:	Director of Technical Services	TERMS:	226 Days
DEPARTMENT:	Technology	PAY GRADE:	Clerical/Para 6

PRIMARY PURPOSE:

To support the district's technology department by monitoring the departmental workflow, including Help Desk and computer analyst ticket systems, and by providing remote assistance for district users

QUALIFICATIONS:

Education/Certification:

Associate's degree in Computer Science/MIS, preferred
Related work experience may be considered

Special Knowledge and Skills:

- Basic knowledge of computer equipment and Microsoft software
- Experience managing a busy office
- Experience maintaining and organizing records or accounts
- Ability to logically analyze and organize work activities
- Ability to communicate effectively, both orally and in writing
- Ability to follow verbal and written instructions

Experience:

Three years secretarial experience, preferably in a public education environment

MAJOR RESPONSIBILITIES AND DUTIES:

1. Manage general office duties and be a point of contact for all members of the Technology Department
2. Monitor computer analyst work ticket system
3. Monitor and assist the Technology Help Desk



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MAJOR RESPONSIBILITIES AND DUTIES: (continued)

4. Assign work tickets as appropriate to analysts and Help Desk personnel
5. Create and manage staff electronic accounts
6. Manage district telephone and voicemail system
7. Assist with SIS user troubleshooting
8. Manage access control cards and basic building scheduling
9. Remotely assist callers with technology related problems
10. Diagnose basic computer problems
11. Assist in the training of computer users
12. Repair and image computers and printers as necessary
13. Drive to other campuses to assist and repair technology as necessary
14. Assist with computer equipment and parts ordering, installation and inventory
15. Manage receivables for the department
16. Maintain inventory of computers in the district
17. Employ effective communication and interpersonal skills
18. Comply with district policies, as well as state and federal laws and regulations
19. Adhere to the district's safety policies and procedures
20. Maintain confidentiality in the conduct of district business
21. Must be able to perform the essential functions of walking and interacting with students and/or district employees in the specific work site assigned (classroom or office setting)
22. Demonstrate regular and prompt attendance
23. Other duties as assigned



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SUPERVISORY RESPONSIBILITIES:

None

EQUIPMENT USED:

Copier, personal computer and appropriate software, typewriter, printer, calculator, fax machine and audio-visual equipment

WORKING CONDITIONS:

Mental Demands:

Reading, ability to communicate effectively (verbal and written); maintain emotional control under stress; coordinate district-wide curriculum functions; interpret policy, procedures, and data; work with frequent interruptions

Physical Demands/Environmental Factors:

While performing the duties of this job, the employee is regularly required to walk; sit; use hands to finger, handle or feel objects, tools, or controls; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and talk or hear; frequently is required to stand; must frequently lift and/or move up to 25 pounds and occasionally lift and/or move more than 50 pounds; work involves considerable standing, moving, and lifting; repetitive hand motions; prolonged use of computer terminal possible; occasional district-wide travel; occasional state-wide travel; frequent prolonged and irregular hours possible; biological exposure to bacteria and communicable diseases; specific vision abilities required by this job include close vision, distance vision, peripheral vision, and the ability to adjust focus

EVALUATION:

Paraprofessional Evaluation

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities, duties and skills that may be required. This job description is not an employment agreement or contract. The administration has the exclusive right to alter this job description at any time without notice.

Printed Name: _____

Signature: _____ Date: _____

ESTABLISHED/REVISED: May, 2018