

## LA GRANGE HIGHLANDS SCHOOL DISTRICT 106

**JOB TITLE:** Technology Help Desk Technician  
**JOB GOAL:** Provide technical support over the phone and in-person, and maintain the smooth operation of district computing resources.  
**REPORTS TO:** Director of Technology  
**QUALIFICATIONS:** Working knowledge of Apple OS X operating system and software applications.  
Read, understand and follow verbal and written directions.  
Utilize applicable technology to support performance responsibilities.

### DUTIES AND RESPONSIBILITIES:

#### General

1. Communicate and collaborate effectively with others.
2. Ensure confidentiality of sensitive information.
3. Maintain a record of dependability as evidenced by consistent attendance, punctuality and attention to work.
4. Understand and adapt to a variety of situations.
5. Maintain and exhibit general and personal safety practices.
6. Maintain stakeholder satisfaction.
7. Work independently and exercise good judgment.
8. Assume personal responsibility for professional performance and growth.
9. Utilize effective problem solving processes.
10. Exhibit professionalism in appearance and demeanor.

#### Specific

1. Primary responsibility is user support and customer service. Be present and visible in the help-desk and available to users requiring technical assistance.
2. Respond to questions from callers and walk-ins; remotely and directly assist students, staff, and faculty with technology problems in offices, classrooms, and problems in the computer lab.
3. Learn fundamental operations of commonly used software, hardware, peripherals and other equipment.
4. Accurately log all help desk contacts and escalate cases as necessary.
5. Stock toner in printers, be the primary point of contact for all printer supply and service orders.
6. Responsible for the scheduling and distribution of all district computer and multimedia carts.
7. Manage the circulation of cameras, microphones, cables, or other materials as appropriate.
8. Enforce the district AUP and student handbook policies.
9. Supervise student help desk assistants.
10. Attend all technology department meetings.
11. Become familiar with available help and training resources; stay updated on district technology changes or problems.
12. Maintain professional decorum in help-desk operations at all times.
13. Other duties as assigned by the Director of Technology.

This job description does not state or imply that these are the only duties to be performed by the employee occupying this position. An employee in this position will be required to follow any other instructions and to perform any other duties assigned by the supervisor.

### EVALUATION:

Performance in this position will be evaluated annually in accordance with the provisions of the applicable policies of the district.

### TERMS OF EMPLOYMENT:

Salary, benefits, work hours/days as established by the Board of Education. (At-will employee.)