



Little Rock School District

JOB DESCRIPTION

Position Title: Help Desk Analysis – Information Services Department

Prepared Date: 12/09/2021

JOB GOAL:

To provide effective data management processes throughout the Little Rock School District community by analyzing and resolving computer application issues. The incumbent will be responsible for troubleshooting customer computer application issues.

TERMS OF EMPLOYMENT:

Twelve (12) Month (245 days) contract, Pay 802 Grade 10, plus Benefits Package. NOTE: Precise placement within the salary range will be determined based upon education and experience. **FLSA:**
Non-Exempt

QUALIFICATIONS:

1. Associate of Science degree in computer science or other field preferred or equivalent
2. Strong organizational, communication, interpersonal contact skills, and a customer service attitude required.
3. Ability to solve practical problems, provides technical support and instruction, and deal with a variety of concrete variables in situations where only limited standardization exists.
4. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule
5. Knowledge in the configuration set-up, troubleshooting, and maintaining of PCs in a Microsoft networked environment.
6. Proficiency with common office productivity software, relational databases, and school administration software.
7. Demonstrated experience as an independent worker and team
8. Possesses strong logical and problem solving
9. Possesses skills in troubleshooting both hardware and software

ESSENTIAL DUTIES & RESPONSIBILITIES:

The following statements of duties and responsibilities are intended to describe the general nature and level of work being performed by individuals assigned to this position. These statements are not intended to be an exhaustive list of all duties and responsibilities required of all personnel within this position.

1. Maintains ownership of problem/issue from escalation through final
2. Analyzes and resolves problems according to priorities and time frames, using predetermined policies and procedures and all tools available, escalating when
3. Works with customers in resolving hardware and software application
4. Works with customers in resolving hardware/software configuration issues and malfunctioning equipment.



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5. Performs testing and troubleshooting and checks the configuration of clients for network connectivity issues.
6. Attempts to fix causes, not just symptoms, by doing all that is necessary to prevent problems from reoccurring.
7. Investigates and implements ways of reducing calls to the Help
8. Keeps customers informed of global problems, scheduled downtime or unexpected
9. Keeps manager and peers informed of trends, significant problems and unexpected
10. Provides management with recommendations for change and improvement.
11. Recognizes and reports user problem trends which could be effectively reduced or eliminated by used training, enhanced communication,
12. Defines scope, plans, and deliverables for assigned
13. Keeps abreast of the latest technology as it relates to the customer
14. Gather customer feedback with the goal of improving Help Desk service and
15. Works to maintain the highest level of customer satisfaction
16. Takes an active role in IT problem and change management issues. Provides input as to the impact of any changes or additions made to technology standards, policies and procedures, with the goal of ensuring a smooth transition, if
17. Maintains security, integrity and business continuity controls and
18. Stays current on emerging tools, techniques and
19. Keeps up to date on technology and methods by researching emerging technologies and providing recommendations for purchase and
20. Attends training in order to gain the knowledge necessary to improve job skills and
21. When needed, work at the secondary school level in the absence of the building

Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the incumbent will possess the abilities or aptitudes to perform each duty successfully. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Mental Functions, Physical Requirements, and Working Conditions:

While performing the duties of this job, the employee is regularly required to sit, stand, walk, go up and down stairs, and operate foot and hand controls, use a telephone and write. Occasionally the employee must lift and/or move up to twenty (20) or more pounds. This position requires accurate perceiving of sound, near and far vision, depth perception, handling and working with educational materials and/or objects, and providing oral information. Must have the ability to work for the duration of the daily contracted time period, and to be physically present and at assigned work, with only infrequent unexcused absences, during the contract year. Additional technical skills, knowledge, and abilities may be recommended by immediate supervisor and approved by the Human Resources Director.