

ROCKLIN UNIFIED SCHOOL DISTRICT

Job Description



JOB TITLE: HELP DESK SUPPORT—MANAGEMENT INFORMATION SYSTEMS (MIS)

SUMMARY:

To assist the Network Administrator by planning, organizing, coordinating, and participating in technical support activities; to serve as the primary District Office employee contact for site personnel. Perform a variety of clerical/secretarial duties varying in complexity, in addition to all related tasks, as required.

SUPERVISOR: District Network Administrator

DISTINGUISHING CHARACTERISTICS:

Employees in this classification receive general supervision within a framework of standard policies and procedures. Incumbents' work assignments include performance of responsible secretarial, administrative, and help desk support functions. Performance of these responsibilities requires discretion, initiative, and sound judgment. Incumbents serve as the help desk support staff for the MIS Department.

ESSENTIAL DUTIES, SKILLS, AND RESPONSIBILITIES

The following information is descriptive and is not restrictive as to duties required.

Types a wide variety of materials, such as interoffice communications, requisitions, forms, letters, reports, and correspondence, including confidential performance evaluations and disciplinary actions.

Provides information regarding department/unit policies, procedures, programs, and objectives.

Serves as the primary resource person for the Help Desk. Supports and coordinates communications with District personnel and schools, explaining procedures and processes as needed.

Respond to telephone and email questions/inquiries; remotely assist staff with technology issues in offices and classrooms for the purpose of resolving and/or clarifying issues.

Follow standard Help Desk operating procedures; track all requests using District support software.

Become familiar with available help resources; stay updated on technology changes or issues for the purpose of assisting District staff.

Help Desk Support—Management Information Systems (MIS)

Direct requests for assistance to appropriate MIS staff as necessary for the purpose of resolving issues.

Maintains Department fiscal records, verifying accuracy and tracking account balances.

Participates in and develops work schedules for employees.

Orders supplies, maintains inventory, and processes purchase requisitions as needed.

Gathers and prepares information required for administrative decisions.

May take, transcribe, and assist with recording minutes of Department and District meetings.

Establishes and maintains a variety of computerized data collection systems and other records/filing systems.

May type a variety of standard and confidential materials including reports, memos, correspondence, forms, newsletters, etc., from rough draft versions or minimal verbal instructions.

Maintains a calendar of events, due dates, and schedules relating to the assigned unit/program.

Orders, receives, and stores Department materials, supplies, and forms.

May monitor budgets and post account codes to requisitions.

EMPLOYMENT STANDARDS:

Knowledge of:

Concepts of computer and network operating systems

Concepts of data storage and communications

Principles, practices, and techniques in the installation, maintenance and troubleshooting of hardware and software

Ability to:

Communicate with staff with varied cultural and educational backgrounds

Communicate effectively orally and in written format

EXPERIENCE:

Any combination of training and experience which would provide the required knowledge and abilities described above. Typically, two previous years of administrative and help desk support experience may provide the experience necessary to meet the stated requirements.

CERTIFICATES, LICENSE, REGISTRATIONS:

Valid California Driver's License

PHYSICAL REQUIREMENTS:

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit for extended periods, stand, walk, use hands, and reach with hands and arms. Normal manual dexterity and eye-hand coordination. Corrected hearing and vision to normal range. Specific vision abilities required by this job include close vision and ability to adjust focus.

Ability to use verbal and electronic communications, office equipment including computers, telephones, calculators, copiers, and FAX.

MEDICAL CATEGORY I:

1. Position requires moderate physical strength and endurance for standing, sitting, bending, or walking.
2. Work assignments are normally located in a work environment with moderate physical work and requires moderate physical effort.
3. Lifting 25 pounds maximum or carrying any object weighing over 15 pounds.

WORK ENVIRONMENT:

Work is normally performed in an office environment; regular contact with staff.

The Rocklin Unified School District does not discriminate on the basis of color, race, religion, ancestry, national origin, age, sex, sexual orientation, gender, ethnic group identification, mental or physical disability in its educational programs, activities, or employment. All educational opportunities will be offered without regard to color, race, religion, ancestry, national origin, age, sex, sexual orientation, gender, ethnic group identification, mental or physical disability.

No person shall be denied employment solely because of any impairment which is unrelated to the ability to engage in activities involved in the position(s) or program for which application has been made. It is the responsibility of the applicant to notify the employer of any necessary modifications to the job or work site in order to determine whether the employer can reasonably accommodate any known disability.

The Rocklin Unified School District maintains a tobacco-free, drug-free environment

Last Revised: 01/13/12

Adopted: January 18, 2012