

## VISTA UNIFIED SCHOOL DISTRICT

### SERVICE DESK TECHNICIAN

#### **Purpose Statement**

The purpose of a Service Desk Technician is to provide initial technical support to district and site staff to assure efficient and effective technology and network operations; maintain inventory of technology equipment and supplies; provide general clerical support.

This job reports to the Director of Information Technology.

#### **Essential Functions**

- Attends and participates in meetings, workshops, and seminars for the purpose of conveying and/or gathering information required to perform functions.
- Collaborates with internal and external personnel for the purpose of conveying and/or gathering information required to perform job functions, implementing and maintaining services, providing technical assistance and support, and providing information and/or direction regarding information systems and services.
- Communicates with administrators, staff, and vendors for the purpose of implementing and maintaining services and programs, coordinating activities, resolving issues and conflicts, and exchanging information.
- Informs supervisor and staff regarding procedures and/or status of work orders for the purpose of providing information for making decisions, taking appropriate action, and ensuring efficient operations.
- Maintains department inventory of hardware, supplies, and equipment (e.g., mobile devices, computer cables, peripheral devices, replacement parts, laptops, tablets, monitors, etc.) for the purpose of ensuring availability of required items.
- Maintains a variety of manual and electronic documents, files, records, and reports (e.g., procedures, documentation, inventory, work orders, purchase requisitions, user and network information, software license information, etc.) for the purpose of documenting activities, providing written reference, and/or conveying information.
- Operates a variety of technical and office equipment and software (e.g., VOIP and mobile phones, cloud management tools, peripheral devices, imaging software, desktop computers, laptops, tablets, monitors, etc.) for the purpose of delivering services in compliance with established guidelines and mandated requirements.
- Performs general clerical functions (e.g. answering telephones, scheduling, copying, faxing, scanning, etc.) for the purpose of supporting departmental activities in a timely and efficient manner.
- Processes new, damaged, and obsolete devices and related equipment (e.g., receives devices and equipment, tags new devices and equipment, logs items into appropriate database, processes warranties, transports items to warehouse for delivery, etc.) for the purpose of maintaining an accurate inventory of devices and technology equipment.
- Provides end user support and training for the purpose of enabling end users to operate new and/or existing hardware and software.
- Responds to emergency situations for the purpose of resolving immediate concerns.
- Troubleshoots malfunctions of hardware and software for the purpose of resolving operational issues, restoring services, and referring issues to other staff as appropriate.

#### **Other Functions**

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

### **Job Requirements: Minimum Qualifications**

#### **Skills, Knowledge, and Abilities**

SKILLS are required to perform technical tasks with a need to routinely upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include:

- adhering to safety practices;
- applying job-related codes, regulations, and laws;
- interpersonal skills using tact, patience, and courtesy;
- operating standard office equipment including utilizing pertinent software applications and office technology;
- preparing and maintaining accurate records;
- using Microsoft Office software applications, Google, and Apple based platforms;
- using pertinent network, application, and operating system monitoring and troubleshooting software.

KNOWLEDGE is required to perform basic math, including calculations using fractions, percents, and/or ratios; review and interpret technical information, read and follow instructions; write documents following prescribed formats; present information to others; analyze situations to define issues and draw conclusions; and understand multi-step written and oral instructions. Specific knowledge-based competencies required to satisfactorily perform the functions of the job include:

- business telephone and email etiquette;
- concepts of grammar, spelling, and punctuation;
- interpersonal skills using tact, patience, and courtesy;
- job-related codes/laws/rules/regulations/policies;
- methods of hardware and software installation and configuration;
- modern and emerging technology;
- modern office practices and procedures;
- networking technology and operating systems;
- office equipment and technology;
- operation of multi-platform mobile and desktop devices and peripherals;
- recordkeeping and record retention practices;
- safe driving practices;
- safety practices and procedures;
- specialized and instructional software.

ABILITY is required to schedule activities; gather and/or collate data; and consider a number of factors when using equipment. Flexibility is required to work with others in a wide variety of circumstances; work with data utilizing defined and similar processes; and operate equipment using a variety of processes. Ability is also required to work with a wide diversity of individuals; work with a variety of data; and utilize a wide variety of types of job-related equipment. Problem solving is required to identify issues and create action plans. Problem solving with data frequently requires independent interpretation of guidelines; and problem solving with equipment is moderate to significant. Specific ability based competencies required to satisfactorily perform the functions of the job include:

- accuracy and attention to detail;
- adapting to changing priorities;
- analyzing issues and determining an appropriate course of action;
- communicating with diverse groups and individuals;
- displaying tact and courtesy;
- establishing and maintaining effective working relationships with others;
- maintaining confidentiality;
- meeting deadlines and schedules;
- multitasking;

- operating motor vehicles;
- preparing accurate records;
- providing customer service;
- reading, interpreting, explaining, and following laws, rules, regulations, policies, and procedures;
- understanding and following oral and written directions;
- working as part of a team;
- working with detailed information/data;
- working with frequent interruptions.

**Responsibility**

Responsibilities include: working under limited supervision following standardized practices and/or methods; providing information and/or advising others; operating within a defined budget. Utilization of resources from other work units may be required to perform the job's functions. There is a continual opportunity to significantly impact the organization's services.

**Work Environment**

The usual and customary methods of performing the job's functions require the following physical demands: significant lifting, carrying, pushing, and/or pulling, some climbing and balancing, some stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 80% sitting, 10% walking, and 10% standing. The job is performed under minimal temperature variations and under conditions with some exposure to risk of injury and/or illness.

**Experience:** Job related experience with increasing levels of responsibility is required.

**Education:** Targeted, job related education with study in job-related area.

**Equivalency:** Graduation from high school or equivalent supplemented by college-level coursework in computer hardware and software applications or a related field and two years of related experience including hardware and software applications in a network environment. A+ certification preferred.

**Retention:** In accordance with Education Code 45301, an employee appointed to this class must serve a probationary period of one hundred thirty (130) days of paid regular service (excluding days absent for illness or injury) during which time an employee must demonstrate at least an overall satisfactory performance. Failure to do so shall result in the employee's termination.

**Required Testing**

For those candidates who meet the minimum qualifications, the assessment process will consist of any one or more of the following: Screening for most qualified candidates, Training and Experience Evaluation, a Written Test, a Performance Test, and/or a Qualifications Appraisal Interview.

**Certificates and Licenses**

Valid California Class C Driver License

**Continuing Educ. / Training**

**Clearances**

Fingerprint and Background Clearance  
 Drug Test  
 Tuberculosis Clearance

**FLSA Status**

**Approval Date**

**Salary Grade**

Non-Exempt

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