



## Help Desk Technician Job Description

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**Job Title:** Help Desk Technician  
**Reports to:** Director of Technology  
**Dept./School:** Technology

**Exempt Status:**  
**Date Revised:**  
**Calendar:**

### Primary Purpose:

Serve as primary point of contact for support the district's use of technology. Organize and manage the routine work activities of the Technology Department and provide clerical services to staff members. Assist with purchasing, inventory and mobile device management.

### Qualifications:

#### Education/Certification:

High school diploma or GED

#### Special Knowledge/Skills:

Proficient skills in keyboarding, word processing, and file maintenance

Effective communication and interpersonal skills

Basic math skills

Ability to use personal computer and software to develop spreadsheets and databases and do word processing

#### Experience:

Three years secretarial experience, preferably in a public education environment

### Major Responsibilities and Duties:

#### Records, Reports, and Correspondence

1. Prepare correspondence, forms, reports, etc., for the director and other department staff members using personal computer.
2. Compile pertinent data as needed when preparing various state and local reports.
3. Maintain physical and computerized departmental files.
4. Maintain and check for accuracy student records.

#### Accounting

5. Perform routine bookkeeping tasks, including simple arithmetic operations, for the department.
6. Assist with the preparation of Technology purchase orders and payment authorizations for district.



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7. Maintain an accounting of Technology inventory.

### Other

8. Answer incoming calls, take reliable messages, and route to appropriate staff.
9. Receive, sort, and distribute mail and other documents to department staff.
10. Maintain confidentiality of information.
11. Other duties as assigned.

### Supervisory Responsibilities:

None.

### Equipment Used:

Personal computer, printer, calculator, copier, and fax machine.

### Working Conditions:

#### Mental Demands/Physical Demands/Environmental Factors:

Work with frequent interruptions, maintain emotional control under stress. Repetitive hand motions; prolonged use of computer.

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The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Approved by \_\_\_\_\_ Date \_\_\_\_\_

Reviewed by \_\_\_\_\_ Date \_\_\_\_\_