JOB DESCRIPTION

JOB TITLE: **IT Help Desk Coordinator**

DATE: September 2017
REVISED: **March, 2019**

PAY GRADE:

LOCATION: District Education Office

SUMMARY: Reporting to the Senior Manager of Information Technology, coordinates, supports and monitors the activities of the IT Help Desk and provides clerical services to the department and manager. Coordinates the workflow for help desk tickets, creates & maintains computer user accounts and passwords, and supports staff on district software and portal use.

DUTIES:

1. Provides front line help desk services including receiving, evaluating and scheduling requests for IT support. Troubleshoots computer software and hardware issues over the phone. Creates help desk tickets from phone and/or email requests for repair. Forwards requests to IT staff as necessary.

2. Coordinates the daily administration of the IT job queue and the equitable distribution of help desk repair tickets amongst technicians, delegating tasks and setting priorities. Tracks and maintains work order status to ensure timely completion and produces weekly/monthly ticket closure reports.

3. Provides help desk services via remote access to troubleshoot and support district staff on software use. Provides information and guides staff on the use of district technology resources and conveys or clarifies related district policies and procedures.

4. Orders equipment, software, computers, parts, cellular phones, VOIP, etc. through the Purchasing Department and follows up on orders, requirements, warranties, and other related documentation. Obtains prices and specifications through the Purchasing Department, from suppliers, or from literature available in the department or online. Verifies incoming deliveries for accuracy, completeness and damage. Verifies packing slips and invoices.

5. Acts as a representative for the department by performing reception duties, responding to general inquiries, handling mail, answering/directing calls, relaying messages and completing district forms as required. Provides administrative support to the IT Manager. Provides relief for front desk switchboard and reception.

6. Performs a wide variety of word processing and database tasks including operating a computer using a variety of software programs to process work orders, part estimates, invoices, preventative maintenance and work history records. Selects, verifies, enters, stores and processes data from a variety of material such as inventories, invoices, purchase orders and correspondence. Updates and edits stored information. Compiles data and prepares month-end and year-end forms and reports, including mileage and purchasing card logs, as required.

7. Creates, modifies and maintains confidential computer user accounts and/or passwords for staff, students and other users and creates and maintains email groups.

8. Tests for program functionality and quality assurance of a variety of software products against defined criteria.

9. Provides support for staff and District parents/guardians on issues related to the Parent and MyClass/Family Portals.

10. Maintains up-to-date inventory of all School District hardware and software.

11. Maintains the online knowledge base using current software and provides inventory reports for department staff.

12. Performs data extracts and runs reports from district programs. May be required to perform extracts and generate reports from Provincial software packages.

13. Attends departmental meetings, records minutes and actions follow-ups as may be required.

14. May be required to perform some of the work of other clerical staff in the department in their absence.

15. Reviews and ensures the accuracy of timesheets.

16. Coordinates the deployment of district IT devices.

17. Performs other assigned comparable duties within the scope of knowledge, skills and abilities required by the position.

REQUIRED KNOWLEDGE, ABILITY AND SKILLS:

1. Successful completion of Grade 12 plus a recognized Apple Help Desk or Microsoft Help Desk designation along with the ITIL Foundation Level certification and a Quality Assurance Testing certificate.

2. Two years of related help desk experience in combination with practical experience in office administrative support activities.

3. Strong knowledge of and proficiency with Windows/Macintosh operating systems and Microsoft Office Suite software including word processing, spreadsheet and database programs with keyboarding skills at a minimum of 50 net wpm.

4. Solid knowledge, skills and experience operating enterprise Help Desk software.

5. Excellent organizational skills combined with the ability to prioritize and work under pressure with limited supervision.

6. Strong oral and written communication skills.

7. Sufficient physical strength to lift and handle computer equipment.

8. Demonstrated ability to work at the level of independence and with the degree of initiative appropriate to the position.

9. Demonstrated ability to communicate effectively and harmoniously with staff, students, parents, contractors and outside agencies.

10. A valid B.C. Driver's License.

JOINT COMMITTEE MEMBER'S SIGNATURES: