

SAN DIEGO UNIFIED SCHOOL DISTRICT

POSITION DESCRIPTION

TITLE:	Help Desk Lead	REPORTS TO:	Assigned Supervisor
DEPARTMENT:	Information Technology	CLASSIFICATION:	Classified
FLSA:	Non-Exempt	SALARY GRADE:	042 OTBS
ISSUED:	February 28, 2006		

BASIC FUNCTION:

Lead and direct the work of help desk staff; provide assistance to district computer operators; analyze and provide solutions to complex and routine problems.

REPRESENTATIVE DUTIES: (Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements.)

E = Essential Functions

Lead, train, and direct the work of help desk staff. **E**

Assist in enforcing request-handling and escalation policies and procedures and help desk service level agreements. **E**

Plan, schedule, and coordinate staff meetings to identify and resolve issues; act as a resource to department staff to develop processes and procedures. **E**

Assist with the configuration of the help desk case management system and in training users on use of the system. **E**

Receive and log calls from school sites and central offices regarding software and hardware problems. **E**

Provide initial problem identification, problem analysis, and possible solutions to routine problems. **E**

Work with users and analyst staff to document details of complex problems. **E**

Communicate with users regarding problem status, system status, production schedules and timelines, and changes to procedures. **E**

Maintain working knowledge of systems software features and procedures and their application by the user including application software, gateway software, LAN software, and operating system. **E**

Maintain working knowledge of system hardware including standalone and networked PCs, mainframe-connected terminal and PC workstations, optical mark scanners, printers, and tape drives. **E**

Maintain skill levels appropriate to the more complex communications and problem analysis. **E**

Test solutions to ensure that problems are corrected; assists in the identification, change, and enhancement of system software and system procedures and tests all changes prior to release to users. **E**

Visit sites to provide training and to observe effectiveness of existing system and procedures. **E**

Perform related duties as assigned.

MINIMUM QUALIFICATIONS:

EDUCATION AND EXPERIENCE:

Any combination of training, experience, and/or education equivalent to graduation from high school and four years of computer-related customer support experience.

LICENSES AND OTHER REQUIREMENTS:

Possession of a valid California driver's license and availability of private transportation (mileage expense allowance provided).

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Computer software and hardware concepts.

Help desk case management systems.

Reading and writing English communication skills.

ABILITY TO:

Analyze and solve complex technical problems.

Lead, train, and direct the work of others.

Make sound recommendations and exercise judgment.

Operate standard office equipment including microcomputers and related software applications.

Establish and maintain effective working relationships with others.

Plan and organize work.

Meet schedules and time lines.

Maintain records.

Read, apply, and explain rules, regulations, policies, and procedures.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor setting.

PHYSICAL REQUIREMENTS:

Hearing and speaking to exchange information; seeing to perform assigned duties; sitting or standing for extended periods of time; dexterity of hands and fingers to operate a computer keyboard and other office equipment; kneeling, bending at the waist, and reaching overhead, above the shoulders and horizontally, to retrieve and store files and supplies; lifting light objects.

Job Code 6704

PH