

RIVERSIDE UNIFIED SCHOOL DISTRICT

CLASS TITLE: HELP DESK ANALYST 1 (CURRENT RANGE 36)

BASIC FUNCTION:

Under the direction of an assigned supervisor, Help Desk Analyst 1 will perform a variety of Technical assignments in the area of software, hardware and training.

REPRESENTATIVE DUTIES:

Installs and maintains operating systems such as Windows based PC's, Mac OS based computers, Android based computers, and iOS devices including desktops, laptops, cell phones, tablets and Chrome devices. *E*

Installs and maintains office automation software. *E*

Configures and sets up external devices such as projectors, interactive projectors, electronic boards, document cameras, and other external devices for classroom computers. *E*

Troubleshoots and resolves problems with PC hardware, software and peripherals. *E*

Provides technical support and formalized training to stakeholders for computer operations and applications, including the installation of new hardware and software. *E*

Provides coverage of telephones, answers technical questions, identifies problems, solves problems and enters work request into an automated work order system. *E*

Configures network and stand-alone printers, adds printers, print devices, and troubleshoots printing problems. *E*

Diagnoses defects in equipment operation and performs skilled work in repair of such equipment. *E*

Performs software troubleshooting of approved district software applications, projector software, and other interactive board software. *E*

Troubleshoots hardware issues for interactive boards, desktop and laptop computers, apple computers, chrome devices, and printers not classified as business machines. *E*

Provides recommendations to sites when parts for repairs or new equipment needs to be ordered and works with vendors to track parts and/or equipment ordered. *E*

Provides technical support, help and/or solutions for any new/approved district systems/applications such as the Student Information System (SIS), 'in-house' developed applications and office automation software. *E*

Uses various support programs such as remote connection software to provide technical support to district users. *E*

Creates and develops instructional material pertaining to SIS support and district approved applications. *E*

Develops and documents internal technical procedures pertaining to SIS support and other district-approved applications. *E*

Evaluates and tests new application programs and provides feedback as requested. *E*

Resolves network communication problems related to remote site equipment, routers, switches, data and telephone lines, servers, and wireless devices. *E*

Installs, maintains and modifies Local Area Network (LAN) and Wide Area Network (WAN) software applications. *E*

Sets up, installs, replaces and maintains computers and server related equipment, including remote communication hardware and software. *E*

Assembles data communication cables and interfaces. *E*

Sets up, configures and installs network equipment including servers, routers, Voice Over Internet Protocol (VOIP) systems and battery backups. *E*

Monitors and maintains district servers including Central Processing Unit (CPU) usage, disk usage and system performance. *E*

Maintains district endpoint management software to distribute monthly updates. *E*

Maintains district backup systems, enterprise virus solutions and user accounts through Active Directory. *E*

Provides backup to other technical support personnel and performs all responsibilities within the guidelines of district policies, regulations and procedures.

Notifies management of potential problems before they occur and communicates possible solutions.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

Knowledge of:

RUSD policies and procedures as related to District functionality

Principles and practices of information technology

Proper methods of storing equipment, materials and supplies

Record keeping techniques

Hardware and software record retrieval and storage systems

Computer hardware and software operating systems, databases and applications.

Data network protocols and concepts

Technical understanding of data network hardware and software products

Ability to:

Learn and adapt to any changes in the technology industry

Recommend the appropriate hardware and software for schools to make good choices

Provide work direction and guidance to others

Analyze user needs and develop effective technical solutions

Communicate information technology procedures and requirements to users

Maintain routine records

E=Essential Function

Revised 1-19-18

- Provide telephone coverage and technical support
- Utilize automated work order system to enter and manage work requests
- Perform routine equipment maintenance
- Operate computers and peripheral equipment properly and efficiently
- Execute a variety of computer procedures according to detailed instructions
- Work independently with little direction
- Diagnose and resolve hardware and software problems
- Instruct users on ways to avoid their most common problems Prioritize, set schedules, and meet timelines
- Respond appropriately to inquiries or complaints from customers
- Learn and interpret District policies, procedures and rules
- Maintain a professional customer service attitude
- Maintain effective working relationships with others
- Install hardware and software
- Exercise good judgement
- Communicate effectively both orally and in writing
- Understand and follow oral and written directions

EDUCATION AND EXPERIENCE:

Associate Degree in Computer Science preferred. High School Diploma or equivalent and three (3) years related experience in hardware and software computing systems, or an equivalent combination of education and experience. The minimum experience requirement can include any combination of student system/state reporting experience, networking, programming, computer operations and desktop/portable computing system experience. Experience with Windows, Mac and Google based office suites, internet browsers and email is required.

Classes and/or certification in one or more of the Riverside Unified School District core technologies is desirable. Three (3) years of direct support of student information systems and/or California state reporting systems is also desirable.

WORKING CONDITIONS\ENVIRONMENT:

- Office environment with Travel between district sites
- Drive a vehicle to conduct work
- May be required to use a personal vehicle
- May be required to use a District vehicle

PHYSICAL ABILITIES;

- Seeing to perform activities
- Hearing and speaking to exchange information
- Dexterity of hands and fingers to operate equipment
- Lifting up to 50 lbs. to move equipment
- Reaching overhead, above the shoulders and horizontally
- Bending at the waist
- Kneeling or crouching to service equipment
- Sitting for extended periods of time

HAZARDS:

- Exposure to electrical power supplies

LICENSES AND OTHER REQUIREMENTS:

Valid California Driver's License

Must have access to a vehicle with valid automobile insurance