

Jordan School District  
**CLASSIFIED JOB DESCRIPTION**

Job Title: <b>Service Desk Assistant (O69)</b>	Job Family: 03
Department: Information Systems	Lane Placement: <b>5</b>
Supervisor's Title: Director of Information Systems Support Services Manager	Non-Contract Position
FLSA Classification: <u>Non-Exempt</u>	Hours per Week: 17
Department Approval: <u><i>Tom Bird</i></u>	Date: <u>12/5/16</u>
ADA Review: <u><i>Junele Master</i></u>	Date: <u>12.5.16</u>
Human Resource Approval: <u><i>Boyd Boy</i></u>	Date: <u>11/14/16</u>
Superintendent Approval: <u><i>J. Jones</i></u>	Date: <u>1/5/17</u>
Original date: <u>03/09</u> Revised: <u>10/16</u> Revised: _____	Revised: _____

**GENERAL FUNCTION**

Under the supervision of the support services manager and lead, the **Service Desk Assistant** is responsible for assisting in the first level of support for customer incidents, data collection, needs assessment, and the support of enterprise applications and office systems.

The incumbent is responsible to follow all policies and guidelines as detailed by District policy.

**ESSENTIAL FUNCTIONS**

- Assist in providing technical and procedural service desk support for all hardware and software supported within the District.
- Assist in the initial assessment of all incidents and first attempt at resolutions.
- Initiate corrective action or carry out instructions to resolve incidents.
- Initiate, monitor and escalate service requests and incidents.
- Assist in the problem resolution among a variety of functional areas.
- Assist in the collection, analysis and reporting of data from various sources.
- Assist in the effective flow of data to and from various groups.
- Assist in the compiling and delivery of professional reports.
- Check quality and distribution of reports requested by customers.
- Maintain accurate record of customer incidents and their resolutions.
- Keep customers informed on status and progress of incidents.
- Assist in the installation of desktops and software according to department standards and procedures.
- May be required to travel to other District buildings using a personal vehicle.
- Assist the customer support group as needed.
- This position requires punctual and regular daily attendance.

**NON-ESSENTIAL FUNCTIONS**

- Other duties as assigned.

- This description should not be construed to contain every function/responsibility that may be required to be performed by an incumbent assigned to this position.
- Incumbent is required to perform other related functions as assigned. Other related functions can be performed for no more than 20% of an employee's normal workweek (i.e. eight (8) hours per week, or thirty-two (32) hours per month).

**QUALIFICATION REQUIREMENTS**

- Incumbent must be fingerprinted and clear a criminal background check.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education, knowledge and experience requirements; the machine, tools and equipment used; and any licenses or certifications required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

**Minimum Job Qualifications:**

- Requires High School diploma, GED or equivalent as reviewed by the Department of Human Resources. Verification may be required.
- Requires six months training in related software and hardware plus one year work related experience with demonstrated competence or an equivalent combination of education and experience
- Requires effective interpersonal skills to interact with individuals and groups at all organizational levels.
- Knowledge of K-12 administrative computer systems and office software and hardware is preferred.
- Ability to troubleshoot and operate computer systems and peripheral equipment.
- Ability to effectively communicate verbally and in writing.
- Ability to manage multiple customer requests.
- Ability to work in a team oriented customer service environment.
- Available for occasional shift work if needed.
- Requires a valid driver's license that allows incumbent to legally operate a motor vehicle in Utah.
- Must be self-motivated and proactive in completing tasks with minimal direction.

**NOTE:** The Administration reserves the right to require specific training for this position. However, depending upon the type and quality of prior work experience and availability of formal training programs, some exchanges can be made between training and experience.

**Machines, Tools & Equipment Used:**

- Office equipment and computer hardware, software and peripherals.

**Physical Requirements – Not limited to the following:**

- Constant sitting (up to entire shift) and near vision.
- Frequent pinching of wires and fine motor dexterity.
- Occasional overhead work, climbing ladders up to 20 feet, awkward carrying up to 35 pounds and awkward lifting up to 35 pounds.

- Occasional (0-33%)    Frequent (34-66%)    Constant (66-100%)
- Physical ability to perform the essential functions listed above with or without reasonable accommodation.
- Possess the physical, mental and emotional stability to work under stressful condition, including but not limited to: deadlines, contract requirements, inspection requirements and interaction with critical personnel.

**NOTE:** This list of essential and marginal functions and of physical requirements is not exhaustive and may be supplemented in accordance with the requirements of the job.