

JOB TITLE	DEPARTMENT	REPORTS TO
Technical Service Desk Specialist	Information Technology Services	Data Processing Manager/Chief Information Officer

Position No: 82010	Length of Work Year: 12 Months
Salary Schedule: C23	Date Approved: 7/29/14
FSLA: Non-exempt	Date Revised:

JOB GOAL
Responsible for providing technical assistance and support related to computer systems, hardware, or software. Responds to queries, runs diagnostic programs, isolates problem, and determines and implements solution.

MINIMUM QUALIFICATIONS
<ol style="list-style-type: none"> 1. High school diploma or equivalent. 2. Knowledge of and/or experience in computer and support equipment. 3. Knowledge of office practices, procedures, and management with typing skills. 4. Ability to interact with user community. 5. Ability to perform the functions of the position.
<p>DESIRED QUALIFICATIONS:</p> <ol style="list-style-type: none"> 1. Demonstrates ability and desire to learn District, Department, and Module-specific applications, technology, and terminology. 2. Excellent oral and written communication skills. 3. Familiarity with DOE reporting requirements. 4. Experience in the Florida public school system. 5. Knowledge of Data Center operations. 6. Knowledge of support software tools, spreadsheets and word processing.
DUTIES AND RESPONSIBILITIES
<ol style="list-style-type: none"> 1. Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware. 2. Respond to queries either in person or over the phone. 3. Write training manuals. 4. Train computer users. 5. Maintain daily performance of computer systems. 6. Respond to email messages for customers seeking help. 7. Ask questions to determine nature of problem. 8. Walk customer through problem-solving process. 9. QA systems for New Releases, Addendums, RMAs. 10. Provisions, maintains, and removes security privileges for users of Core systems. 11. Provides after hours and on-call support as needed. 12. Creates a positive customer support experience and builds strong relationships through deep problem understanding, ensuring timely resolution or escalation, communicating promptly on progress, and handling customers with a consummately professional attitude. 13. Follow up with customers to ensure issue has been resolved. 14. Gain feedback from customers about computer usage. 15. Run reports to determine malfunctions that continue to occur. 16. Other duties as assigned by Application Development Manager/CIO.
PHYSICAL DEMAND CLASS:

Sedentary Light (SL) - Occasional lifting and carrying of objects weighing 10 pounds or less. Infrequent lifting and carrying of objects weighing 11-20 pounds. Occasional walking and/or standing may be required.