



Fremont Unified School District

Classified Job Description

Service Desk Specialist

Definition

The Service Desk Specialist is a key component of the Information Technology Department, providing first-contact technical support for the District and dispatches IT staff and IT related communications district-wide. This position is responsible for helping ensure proper computer operations so that users can accomplish their work, all while maintaining a high level of excellent customer service. The Service Desk Specialist reports to the Infrastructure Administrator.

Essential Duties and Responsibilities

- Provide an example of leadership and excellent customer service.
- Provide timely technical support to schools and district departments.
- Coordinates IT support with technicians to ensure timely technical support.
- Tracks and maintains records of technology inventory including hardware and software licenses.
- Assist with the administration of user accounts, user files, and directory structures.
- Assist with the diagnosis and repair of hardware such as servers, computers, monitors, peripherals, scanners, printers and some networking parts and equipment.
- Assist with the diagnosis and repair of software-related problems such as operating system, productivity and/or curriculum-based software.
- Assist with the evaluation and recommendation of upgrade, replacement and new purchase of hardware and software when appropriate.
- Order needed parts, equipment and supplies necessary to perform repairs, maintenance and installations.
- Maintain an inventory of supplies, equipment tools and parts for maintenance.
- Comply with policies and procedures to ensure the safety of self and others as well as network security and confidentiality.
- Prepare and maintain documentation and records of installation, repairs, system set up, maintenance, and purchases.
- Provide instructions and orientation to computer users.
- Perform research, compile data, and prepare recommendations of special projects as directed.
- Coordinate departmental activities with external agencies.
- Conduct self and communicate professionally with staff via email, phone or in person.
- Reports to Infrastructure Administrator.
- Perform other duties as assigned.

Qualifications

- Apple and Microsoft operating systems and basic productivity applications such as Microsoft Office, email, web browsers, as well as other software in use throughout the District.
- Basic troubleshooting skills and technical problem analysis.
- Basic networking skills related to installing and configuring Apple and Windows operating systems, cabling, routers, switches, etc. and various types of interface cables.
- Principles of electrical circuitry, electronics and electro-mechanical devices.
- Methods, materials, tools and equipment used in the installation, troubleshooting, repair, maintenance and configuration of hardware.
- Installing, configuring, and troubleshooting computer operating systems and applications software.
- Reading and implementing technical manuals and schematics.
- Analyzing situations accurately and adopting an effective course of action.
- Evaluating and testing software and hardware for various applications.

- Establishing and maintaining effective working relationships with those contacted in the course of the work.
- Ability to convey technical information to nontechnical audiences.
- Communicating effectively both orally and in writing.
- Organizing and prioritizing work independently and handling multiple projects simultaneously with minimal daily supervision.
- Certifications in Apple, Microsoft and/or other relevant domains highly desired.

Physical Requirements

The physical abilities required of this job may include the following:

- Walking, stooping, crawling, reaching and working in awkward positions to install, connect and repair computers and wiring.
- Lifting and carrying, 30 - 40 lbs., technology hardware and tools to/from user sites, warehouse.
- Manual dexterity to configure and repair hardware and use hand and power tools.
- Color vision to read printed materials and schematics, calibrate computer screens, and identify and distinguish color-coded wiring and computer parts.

Education: Preference for Associate’s degree or equivalent in Computer Information Systems or a related field

Experience: Two years of experience and/or training in hardware/software maintenance and support highly desired.

Licenses and certificates

Possession of a valid California driver’s license with no restrictions, which would preclude driving on the job, is a continuous requirement.

Required Testing Pre-Employment Proficiency Test may be required.

Clearances Criminal Background Clearance

FLSA Status
Non Exempt

Approval Date

Salary Range
CSEA 26

Job descriptions are intended to present a descriptive list of the range of duties performed by employees in the position and are not intended to reflect all duties performed with the job.

The Fremont Unified School District is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, or protected veteran status.

For the complete FUSD Board Policy 4030 Nondiscrimination in Employment visit the FUSD website: <http://www.fremont.k12.ca.us/domain/19>.