

## **Job Description**

### **Title: Procurement & Helpdesk Specialist - 12 Month**

**Reports to:** District Systems Analyst

**General Summary:** Assists in the smooth and efficient operation of district technology support (including network, desktop, and instruction) by maintaining the district's helpdesk and performing associated duties with minimal supervision.

### **Essential Functions:**

1. Provides initial response to helpdesk inquiries by troubleshooting hardware and software problems and/or distributing work tickets to appropriate personnel. Works with Technology Support Staff to maintain and keep an accurate troubleshooting database that will assist in analyzing and dispatching Helpdesk Requests.
2. Maintains hardware inventories and software licensing inventories for all district technology purchases. Tracks purchases and Return Materials Authorizations (RMA's).
3. Answers phones, works with vendors, generates purchase order requisitions, files, responds to requests for information in accordance with district policy, and assists with communications to staff and public using tact and courtesy.
4. Schedules appointments and maintains calendars for technology support staff.
5. Other duties as directed by the Executive Director of Technology or his/her designee.

### **Qualifications:**

1. Education Level: High School Diploma or equivalent
2. Certification or Licensure:
3. Experience desired:
4. Other requirements:
  - \*Good English usage, spelling, grammar, and punctuation skills.
  - \*Ability to type at least 55 wpm
  - \*Ability to use computer, related software, and other office equipment.
  - \*Ability to establish and maintain cooperative relationships with staff and others.

**Special Requirements:**

	Occasional 1 - 32%	Frequent 33 - 66%	Constant 67% +
1. Standing.....			x
2. Walking.....			x
3. Sitting.....			x
4. Lifting 20 lb max.....			x
5. Carrying 50 feet.....			x
6. Pushing / Pulling.....			x
7. Climbing / Balancing.....			x
8. Stooping / Kneeling / Crouching / Crawling.....			x
9. Reaching / Handling.....			x
10. Speaking / Hearing.....			x
11. Seeing / depth perception / color.....			x

The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. Responsibilities and duties assigned are at the discretion of the supervisor. The FSLA status of this position is non-exempt.

Hourly salary; 261 days per year

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Millard Public Schools

Revised: May 2001  
12/23/2003  
04/03/2014