

**Roswell Independent School District
Job Description**

Job Title: HELP DESK SPECIALIST

Reports To: DIRECTOR OF TECHNOLOGY

General Job Description:

Under indirect supervision, function as the secretary to the Director, act as a receptionist to those coming in contact with the Director, and assist other members of the department.

Essential Duties and Responsibilities:

1. Answer Help Desk calls and provide resolution, or route calls to the appropriate individual for resolution.
2. Create and maintain purchase orders for the department through the Visions system.
3. Provide assistance and act as a resource person to District staff including but not limited to assistance with report management information software, PowerSchool software and reports. Assist with Power Teacher and Parent Portal.
4. Develop queries and generate reports as requested or required for PowerSchool.
5. Provide assistance with reports, assist school personnel with verification of information, assist with identification and resolution of discrepancies, backup data and use queries to retrieve data and provide other individual assistance to users on problems identified in report periods for PowerSchool.
6. Create and assist with presentations using presentation software.
7. Assist with development of classes and in-service training as needed for RISD employees.
8. Mass communication system training and setup for users, run reports.
9. Guest Wireless training and setup for users.
10. Assist with Microsoft Outlook software and setup training and passwords for users.
11. Maintain files and records as required.
12. Screen and route telephone calls and mail to proper office staff.
13. Maintain office equipment and supplies; inventory and process work orders.
14. Receive and research complaints and refer to the appropriate individual.
15. Maintain confidentiality with sensitive matters.
16. Be flexible and able to prioritize tasks.
17. Report to work on time and work no less than 7 hours per day.
18. Work independently with very little supervision.
19. May be required to perform other related duties/functions as assigned by your supervisor.

Supervisory Responsibilities:

None

Qualifications:

1. High School diploma or GED.
2. Three years' experience in an administrative clerical position, at least one of which should have been in an educational environment.

Physical Requirements:

Sitting, standing, lifting and carrying (up to 40 pounds), climbing stairs, reaching, squatting, kneeling, having full mobility of fingers/hands, and moving light furniture may be required, unless ADA accommodations have been mutually agreed on and does not create an undue hardship upon the district.

Safety and Health:

Knowledge of universal hygiene precautions (blood borne pathogens, body fluids, etc.)

Equipment/Material Handled:

Must know how to properly operate, or be willing to learn to operate, multi-media equipment including current technology as needed.

HELP DESK SPECIALIST (CONT'D)

Work Environment:

Must be able to work within various degrees of noise and temperature. Interruptions of work are routine. Flexibility and patience are required. Must be self-motivated and able to complete job assignments without direct supervision. After hours work may be required. May work under stressful conditions on occasion.

Terms of Employment:

Salary and work year to be established by the Board.

I have read and understand the responsibilities and duties as described in this job description and can meet all essential functions.

Signature

Printed Name

Date