

**CLARKSVILLE-MONTGOMERY COUNTY SCHOOL SYSTEM  
CLARKSVILLE, TENNESSEE  
CLASSIFIED JOB DESCRIPTION**

**Job Title: Help Desk Technician**

**Department: Technology**

**Grade H  
H.P.D. 8  
D.P.Y. 260**

**Job Description**

**Date Reviewed: November 2019  
Officer**

**Reports To: Chief Technology**

**Purpose of Job**

The purpose of this job is to provide a frontline customer service to more than 2,500 CMCSS teachers, administrators, and staff for network, computer, and peripheral hardware problems and questions. The position requires a high level of accountability and integrity to maintain confidentiality with staff passwords and other potentially sensitive information. Activities require interaction with application software and operating systems to diagnose and resolve unique, non-recurring problems. Other duties include, but are not limited to, responding to staff questions on all CMCSS-supported applications and hardware, maintaining accurate inventory, and distributing laptops to all appropriate CMCSS staff.

**Essential Duties and Responsibilities**

**The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

Provides in-person, phone, and e-mail support to CMCSS staff for supported hardware and software problems and questions for both Microsoft and Apple systems.

Diagnoses causes of reported problems (hardware, software, user access, etc.) and resolve problems or coordinate resolution with repair.

Provides management and application of updates, security and patches, and configuration changes to operating systems and software on CMCSS staff laptops while protecting sensitive data.

Manages distribution and return of CMCSS staff laptops and associated peripherals, including appropriate training and orientation on disbursement.

Maintains accurate inventory and disbursement records on more than 4,000 CMCSS staff laptops.

Works with vendor technical support contacts to resolve problems.

Creates and updates software images for teacher and staff laptops.

Facilitates and responds to CMCSS Technology Work Orders.

Serves as a liaison between CMCSS staff and the Technology Department to resolve complex issues.

Securely erases and prepares retiring computer assets for auction.

Assists with hardware repairs as needed.

Assists CMCSS staff with password resets when appropriate.

Orders supplies and parts for Help Desk, First Aid repair, and Hardware repair.

**Additional Job Functions**

Performs other duties as required.

**Minimum Training and Experience Required to Perform Essential Job Functions**

- Associates Degree in Computer Repair or Military Class A School in Electronics, or A+ Certification with high school diploma (or GED) required; or any equivalent combination of education, training, and experience that provides the requisite knowledge, skills and abilities for this job.
- Valid driver's license and the ability to provide reliable transportation to deliver equipment or provide needed services to all CMCSS locations.

**KNOWLEDGE OF JOB**

Has general knowledge of the policies, procedures, and activities of the School System and Technology practices as they pertain to the performance of duties relating to the job of Help Desk Technician. Has general knowledge of Information Systems practices as necessary in the completion of daily responsibilities. Knows how to develop and administer operations and staff plans and objectives for the expedience and effectiveness of specific duties of the department. Knows how to keep abreast of any changes in policy, methods, equipment needs, etc. as they pertain to departmental operations and activities. Able to effectively communicate and interact with supervisors, members of the general public, and all other groups involved in the activities of the department. Able to assemble information and make written reports and documents in a concise, clear, and effective manner. Has good organization, human relations and technical skills. Able to use independent judgment and work with little direct supervision when necessary. Has the ability to comprehend, interpret, and apply regulations, procedures, and related information. Has comprehensive knowledge of the terminology, principles, and methods utilized within the department. Has the mathematical ability to handle required calculations.

**(ADA) MINIMUM QUALIFICATIONS OR STANDARDS  
REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

**PHYSICAL REQUIREMENTS:** Must be physically able to operate a variety of office machines and computer equipment such as telephones, computers and peripherals, copiers, etc. Must be able to use body members to work, move or carry objects or materials. Must be able to exert up to forty-five pounds of force occasionally, and/or up to ten pounds of force frequently. Physical demand requirements are at levels of those for Moderately Active work.

**DATA CONCEPTION:** Requires the ability to compare and or judge the readily observable functional, technical, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

**INTERPERSONAL COMMUNICATION:** Requires the ability of speaking and/or signaling people to convey or exchange information. This includes giving assignments and/or directions to co-workers or assistants.

**LANGUAGE ABILITY:** Requires the ability to read a variety of informational documentation, directions, instructions, and methods and procedures related to the job of Help Desk Technician. Requires the ability to write reports with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control, and confidence using correct English and a well-modulated voice.

**INTELLIGENCE:** Requires the ability to learn and understand complex principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to the job of Help Desk Technician.

**VERBAL APTITUDE:** Requires the ability to record and deliver information to supervisors and officials; to explain procedures and policies; and to follow verbal and written instructions, guidelines and objectives.

**NUMERICAL APTITUDE:** Requires the ability to utilize mathematical formulas; add and subtract totals; multiply and divide; determine percentages; determine time and weight.

**FORM/SPATIAL APTITUDE:** Requires the ability to inspect items for proper length, width, and shape, visually with office equipment.

**MOTOR COORDINATION:** Requires the ability to coordinate hands and eyes in using automated office equipment.

**MANUAL DEXTERITY:** Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have the ability to use hand for twisting or turning motion while coordinating other hand with different activities. Must have average levels of eye/hand/foot/coordination.

**COLOR DISCRIMINATION:** Requires the ability to differentiate colors and shades of color.

**INTERPERSONAL TEMPERAMENT:** Requires the ability to deal with people (i.e. staff, supervisors, general public, and officials) beyond giving and receiving instructions such as in interpreting departmental policies and procedures. Must be adaptable to performing under considerable stress when confronted with an emergency related to the job of Help Desk Technician.

**PHYSICAL COMMUNICATION:** Requires the ability to talk and/or hear: (talking - expressing or exchanging ideas by means of spoken words). (Hearing - perceiving nature of sounds by ear).

**ATTENDANCE:** A regular and dependable level of attendance is an essential function for this position.

The Clarksville-Montgomery County School System is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the school system may provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this job description by the employee assigned to the job and the immediate supervisor.

\_\_\_\_\_  
**Employee's Signature**

\_\_\_\_\_  
**Supervisor's Signature**

\_\_\_\_\_  
**Employee's Munis Number**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Date**