
NORTH EAST INDEPENDENT SCHOOL DISTRICT
8961 Tesoro Dr. San Antonio, TX 78217
www.neisd.net

EMPLOYMENT BULLETIN

In compliance with Policy DC, you are requested to place this announcement on the bulletin board.

**HELP DESK CLERK
TECHNOLOGY SERVICES**

MINIMUM QUALIFICATIONS:

- High School Diploma or General Education Degree (GED) required
- One year of experience working with computers and software
- Experience supporting web browsers and Java applications
- Prior Help Desk/Call Center experience a plus
- Experience supporting computer, peripherals and software in a networked environment a plus
- CompTIA A+ Certification (Windows XP, Windows Application and Computer Hardware and Peripherals) a plus

MAJOR PERFORMANCE RESPONSIBILITIES:

- Serve as first point of contact for District clients who have questions or experience problems using the District's Network, hardware or software - Routinely walks users through step by step troubleshooting computer/software issues
- Routinely accesses technical sites and knowledge bases to attain fixes, patches or workarounds for various hardware and software issues - Researches, tests and deploys patches/fixes for software or hardware driver issues
- Walks users through configuration of Windows/Application settings; reinstalls and configures software as deemed necessary
- Analyzes highly complex technical issues and develops logical solutions
- Identifies problem situations and recommends solutions over the phone and/or in written communication and follows through with problem resolution
- Accesses Call Center help desk ticket system to determine appropriate action and maintains detailed documentation on work performed for future reference - Maintains/updates a database of service calls - Creates work orders for field technicians if issues/problems need hands on attention - Escalates issues to programmers, Network Server and Network Engineering personnel as appropriate
- Greets all clients in a courteous, professional manner using tact and discretion to provide quality customer service
- Performs help desk activities and fields high volumes of incoming calls/web tickets in a timely manner, always maintaining customer service as a priority - Must be able to address an average of fifty (50) tickets a day by phone or web response
- Performs duties effectively with many demands on time and maintains productivity even in the midst of constant interruptions
- Provides assistance/feedback to field service technicians and Network engineers on network outage and emergency work orders
- Requires analysis of legal paperwork and confidentiality laws
- Maintains security of confidential information
- Administers network access and security - Maintains user's ability to login and access appropriate information on network

- Recommends and deploys procedures and processes changes to better serve our customers
- Tracks trends in software and hardware issues and supplies information to appropriate department for resolution - Identifies training needs and directs users to online and class resources
- Provides follow up research for tickets open more than ten (10) days - Reports slow progress tickets or support changes to the Help Desk
- Other duties as may be assigned

TERMS OF EMPLOYMENT:

HOURLY: \$15.23-\$18.56 **PAY GRADE:** T1 **WORK DAYS:** 200

Interested persons should submit a letter of intent with a résumé to: North East ISD Human Resources Department, 8961 Tesoro Dr., Suite 200, San Antonio, TX 78217, or email the information to employment@neisd.net. Those who are not district employees must complete an online application at www.neisd.net before submitting the letter of intent and résumé. Only those persons meeting the minimum qualifications will be considered. Not all applicants will be interviewed.

<p>This Position Remains Open Until Filled AN EQUAL OPPORTUNITY EMPLOYER</p>
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