

LaSalle-Peru Township High School Position Description

Position Title:	Help Desk Technician	
Department:	Information Technology	
Reports to:	Director of Technology	
Date Prepared:	April 2014, April 2025	Category: Exempt

PRIMARY FUNCTION

Provide technical assistance and resolve a range of hardware, software, and network issues for end users via phone, email, and ticketing systems. Manage support requests, maintain documentation, contribute to knowledge base improvements, and assist with user account administration and device deployment. Specifically support student Chromebooks, staff assigned devices, audio-visual equipment setup, troubleshooting, and user training to ensure seamless technology operation.

WORK HOURS

Monday through Friday, 7:00a.m. – 3:30 p.m. (hours may vary based on holidays or work schedule)

12-month position

PROFESSIONAL RESPONSIBILITIES

Relationship to the Organization:

1. Demonstrates support for the Beliefs, Vision, Mission, and Goals of District 120.
2. Upholds and demonstrates compliance with the established laws, regulations, District policies and procedures.
3. Maintains strictest confidentiality required by laws, regulations, policies and directives established or provided by the Board of Education and/or Superintendent.
4. Accepts and utilizes constructive suggestions from supervisor.
5. Adheres to District guidelines regarding facilities and equipment.

Relationship to Colleagues:

1. Fosters and maintains positive and effective working relationships with teachers, administrators, support staff, District staff, students, parents, and the community.
2. Relates positively to co-workers.
3. Shares ideas and techniques with co-workers.
4. Serves as a wholesome role model for students, staff, and community in terms of attitudes and behavior.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Technical Support & Help Desk Management

1. Provide technical assistance and resolve basic to intermediate hardware, software, and network-related issues for end users.
2. Respond to support requests via phone, email, and online ticketing systems, ensuring timely and professional resolution of issues.
3. Assist in managing and coordinating Help Desk operations, ensuring efficient ticket assignment, prioritization, and resolution.
4. Maintain detailed and accurate documentation of service requests, issue resolutions, and troubleshooting steps within the Help Desk system.
5. Analyze recurring technical issues and utilize the Help Desk knowledge base to enhance efficiency in problem resolution.
6. Provide end-user training and assist in developing instructional materials, guides, and best practices for commonly used systems and applications.
7. Support user account administration, including creating and managing accounts, resetting passwords, and configuring system access permissions in Google Workspace and Microsoft Entra.
8. Assist with imaging, configuring, and deploying desktop and laptop computers as needed.
9. Perform other IT-related duties as assigned.

Audio-Visual Support

1. Troubleshoot, repair, replace, and upgrade audio-visual equipment, including projectors, displays, and related classroom technology.
2. Set up, manage, and support A/V equipment for classroom instruction, meetings, and special events, ensuring functionality and ease of use.
3. Provide training and technical assistance to users on A/V equipment operation.

MINIMUM QUALIFICATIONS:

1. Associate's degree in computer science, Information Systems, or a related field from an accredited institution, or an equivalent combination of relevant training and professional experience.
2. CompTIA A+ Certification preferred.
3. Minimum of two (2) years of progressively responsible experience in IT support, help desk operations, or related technology services.
4. Strong knowledge of computer systems, including the following operating systems: Windows, macOS, iOS, and Chrome OS, as well as peripheral equipment such as printers, scanners, and projectors.
5. Experience managing and supporting Chromebooks, including proficiency with the Google Admin Console, is highly desirable.
6. Proficiency in diagnosing and resolving technical issues through various communication channels, including phone, email, and web-based support systems.
7. Ability to adapt to evolving technologies and quickly learn new systems, applications, and processes.
8. Excellent verbal and written communication skills, with the ability to provide clear, professional, and effective technical support.
9. Strong organizational skills with the ability to prioritize tasks and manage multiple service requests efficiently.

RISK MANAGEMENT FUNCTIONS

1. Follow best practices to safeguard sensitive students, staff, and institutional data.
 2. Implement security protocols to protect IT assets and prevent unauthorized access.
 3. Identify and report potential security vulnerabilities, suspicious activity, or unauthorized system access.
 4. Ensure compliance with institutional policies regarding data protection, privacy, and cybersecurity standards.
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TERMS OF EMPLOYMENT: Employed on a yearly basis within the District as determined by the Board of Education.

EVALUATION: Performance of this job will be evaluated annually by the Director of Technology.

Employee Signature: _____ Date: _____