

## **ELK GROVE UNIFIED SCHOOL DISTRICT**

### **CLASS TITLE: DESKTOP SUPPORT AND HELPDESK MANAGER**

#### **BASIC FUNCTION:**

Under the direction of the Director-Technology Services, organize, manage and monitor the operations of the Desktop Support Unit and the centralized Helpdesk; coordinate support of District personal computers and users, coordinate assistance with Technology Services Operations unit on file server support and with Technology Services Network unit with Local Area Network (LAN) needs; assure District technology needs are met according to established time lines, procedures and policies; supervise and coordinate the daily activities and performance of assigned personnel.

#### **ESSENTIAL FUNCTIONS:**

Organize, manage and monitor the operations of the Desktop Support and Helpdesk Unit; confer with site personnel and technicians to identify needs, successes, shortcomings and plans for resolutions for improvement.

Develop, evaluate and oversee the Helpdesk; monitor call lists, compliance issues and follow-up activities.

Select and procure appropriate diagnostic and repair tools for Department personnel.

Develop project plans and provide support for implementation of technology in alignment with the District Technology Plan and Vision for Technology based on established guidelines/timelines.

Conduct and manage short and long term projects as assigned.

Supervise the performance of assigned personnel. Conduct evaluations of Staff in a timely manner; provide status reports to management.

Meet with site personnel, technicians, teachers and administrators to identify needs, successes, shortcomings, and plans for resolution or improvement.

Enforce network file server and desktop standard configurations and enforce documentation, helpdesk, and reporting standards.

Assist technicians with performing duties as necessary. Assist staff when workload peaks occur or when difficult problems need additional help.

Abide by and enforce Technology procedures as required.

Abide by, maintain and enforce standards for all networked technology including micro-computers, printers and file servers.

Responsible for keeping professional skills updated and consistent with current Technology Services technology.

Model high expectations and performance.

Assist with formal and informal technology skills assessment and assist staff with analyzing and interpreting data.

Evaluate software in terms of its effectiveness.

Work in support and collaboration with site administrators/managers, site technology resource teachers and all of Technology Services team members. Act as liaison between Technology Services and school sites.

Execute and prepare forms, records, and reports related to training, support, assigned management activities and various technology programs.

Develop ongoing training programs and attend training sessions as appropriate.

Respond appropriately and within reasonable time frames to requests.

Perform other duties as assigned.

**DEMONSTRATED KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Technical aspects of LAN and WAN maintenance, and operation.

Methods and procedures of operating computers and peripheral equipment.

Technical aspects of field specialty.

Principals of computer technology.

Computer hardware systems, software applications and languages utilized by the District.

Oral and written communication skills.

Principles and practices of supervision and training.

Applicable laws, codes, regulations, policies and procedures.

Interpersonal skills using tact, patience and courtesy.

Principles, methods and problems of operating computers and peripheral equipment.

Report preparation techniques.

Proper lifting techniques.

**ABILITY TO:**

Organize, manage and monitor the operations of the Desktop Support and Helpdesk Unit.

Coordinate support of site based personal computer users, file servers and LAN needs.

Assure District technology needs are met according to established time lines.

Supervise and evaluate the performance of assigned personnel.

Install and configure various software applications on LANs and desktop computers.

Select and procure appropriate diagnostic and repair tools for Department personnel.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

Interpret, apply and explain rules, regulations, policies and procedures.

Maintain current knowledge of technological advances in the field.

Analyze situations accurately and adopt an effective course of action.

Prioritize and schedule work.

Meet schedules and timelines.  
Prepare reports.  
Maintain consistent, punctual and regular attendance.  
Hear and speak to exchange information.  
Move hands and fingers to operate a computer keyboard.  
Sit or stand for extended periods of time.  
See to view a computer monitor.  
Develop project plans and provide support for implementation of technology.  
Act as liaison between Technology Services and school sites.  
Provide effective coaching and technical feedback.  
Manage multiple projects and emergencies effectively and calmly.

**EDUCATION AND EXPERIENCE REQUIRED:**

Required:  
Minimum of 10 years' professional experience in an enterprise technology environment, supervising technical staff and/or supporting computer systems/users.

Preferred:  
Bachelor's degree in computer science or related field.  
Industry standard certifications.  
K-12 work experience.

**LICENSES AND OTHER REQUIREMENTS:**

Valid California Class C Driver's license.  
Floor-lift 40 pounds.

**WORKING CONDITIONS:**

ENVIRONMENT:  
Office and classroom environment.  
Driving a vehicle to conduct work.

**BOARD APPROVED:** July 19, 2022