Help Desk Analyst II

Position Details

Class Code: 1479
Job Family: Information Systems
Classification: Support Professional
Terms of Employment: [Pay Grade 55 on the Support Professional Salary Schedule](#)
FLSA STATUS: NON-EXEMPT

Position Summary

Under general supervision, provides high-quality customer service as the advanced point of contact for applications and hardware, technical support, troubleshooting, and in-depth problem resolution to users in schools and departments.

Essential Duties and Responsibilities

This list of Essential Duties and Responsibilities is not exhaustive and may be supplemented.

1. Serves as Level 2 support for users requesting technical assistance with computer software and hardware or specific enterprise applications, including, but not limited to: payroll reporting, financial systems, mainframe computer applications, the Student Information System (SIS) and related systems, and the supported Microsoft suite of products.
2. Uses advanced troubleshooting skills and tools, such as remote access, to resolve computer application and printer technical issues.
3. Generates specialized and enterprise-wide reports using advanced query programs.
4. Resolves escalated issues related to account access.
5. Advises users regarding problem resolution, provides step-by-step guidance, and directs users to take specific actions to define and resolve problems.

6. Maintains accurate and timely reporting of user interaction in enterprise-level ticket tracking systems.
7. Actively participates in initiating, creating, and maintaining Knowledge Documents and other technical materials for use by inter- and intra-Department staff.
8. Initiates support repair/site visits for technical problems and resolutions or escalates issues to Level 3 support, as appropriate.
9. Coordinates with various staff, administrators, consultants, and vendors to resolve enterprise application issues.
10. Provides in depth analytical support for Clark County School District adopted applications (i.e., Parent communication, Student Information System, financial software, productivity software, operating systems, etc.)
11. Uses various client imaging technologies and techniques for operating systems such as Windows, Mac, or mobile device operating systems.
12. Analyzes and evaluates support requests for recurring problems, makes recommendations, takes corrective action, or seeks assistance from appropriate resources.
13. Maintains competency in current desktop hardware/ software and enterprise software systems used in the District.
14. Participates in team projects that enhance the quality and efficiency of support.
15. Conforms to safety standards, as prescribed.
16. Performs other tasks related to the position, as assigned.

Distinguishing Characteristics

Responsible for advanced Level 2 technical support using independent research and analysis to provide problem resolution for enterprise applications and computer systems (i.e., Apple, Windows, mobile, etc.).

Knowledge, Skills, and Abilities (Position Expectations)

1. Advanced knowledge of personal computer systems, wired and wireless networking systems, operating systems, data communications, and software applications (including personal productivity software).
2. Advanced knowledge of networking concepts such as directory and file rights, account creation, and network security.

3. Advanced knowledge of communications and connections between computers, peripherals, and networks.
4. Ability to identify and troubleshoot computer and network hardware/software malfunctions.
5. Ability to resolve issues using remote technologies.
6. Ability to maintain professional demeanor, (i.e., patience, courtesy, respect, etc.) with customers.
7. Ability to translate caller comments into technical computer terms.
8. Ability to effectively communicate technical issues by phone or in person.
9. Ability to communicate effectively both verbally and in writing.
10. Ability to maintain organized and accurate records.
11. Ability to maintain and ensure integrity and confidentiality of information.
12. Ability to recognize and report hazards and apply safe work methods.
13. Possess physical and mental stamina commensurate with the responsibilities of the position.

Position Requirements

Education, Training, and Experience
1. High school graduation or other equivalent, (i.e., GED, foreign equivalency, etc.).
2. Five (5) years of work experience in microcomputer support which includes three (3) years of work experience directly related to this position including, but not limited to: providing operational support assistance and troubleshooting for desktop and laptop computers, communications, software (i.e. word processing, database, and spreadsheet applications etc.) and related systems, and user access; or,
Two (2) years of college with major area of study in Information Technology (IT) - related technologies such as, Management Information Systems (MIS), Computer Science, or related field, plus three (3) years of work experience directly related this position including, but not limited to: providing operational support assistance, and troubleshooting for desktop and laptop computers, communications, software (i.e. word processing, database, and spreadsheet applications etc.) and related systems, and user access.

PROGRAMMING LANGUAGE(S), OPERATING SYSTEM(S), AND SOFTWARE APPLICATION(S) REQUIRED ARE CONTINGENT UPON THE CURRENT POSITION VACANCY, ADVERTISEMENT, OR ASSIGNMENT.

Licenses and Certifications

A valid driver's license or state-issued identification card.

Preferred Qualifications

1. Industry certification in computer maintenance, such as Computer Technology Industry Association (CompTIA) A+ certification.
2. Microsoft Office Specialist (MOS) certification.
3. Certification in customer service, such as Institute of Customer Service (ICS) certification.
4. Experience working on a help desk or in a call center.

Document(s) Required at Time of Application

1. Copy of a valid driver's license or state-issued identification card.
2. High school transcripts or other equivalent, (i.e., GED, foreign equivalency, etc.).
3. College transcript(s), if applicable.
4. Specific documented evidence of training and experience to satisfy qualifications.

Examples of Assigned Work Areas

Clark County School District Technology and Information Systems Services Division (TISS) and other District locations; air-conditioned and non-air-conditioned school equipment rooms; travel to and from schools and other District office settings.

Work Environment

Strength

Sedentary to medium – exert force of 20-50 lbs., occasionally; 10-25 lbs., frequently; or up to 10 lbs., constantly.

Physical Demand

Frequent sitting, standing, walking, pushing, pulling, stopping, kneeling, climbing, crouching, reaching, handling, and repetitive fine motor activities. Mobility to work in a typical office setting and use standard office equipment. Stamina to remain seated and maintain concentration for an extended period of time. Hearing and speech to communicate in person, via video conference and computers, or over the telephone.

Vision: Frequent near and far acuity, and color vision. Vision to read printed and online materials, a Video Display Terminal (VDT) screen, or other monitoring devices.

Environmental Conditions

Varies from a climate-controlled office setting to work outdoors with temperatures ranging from mild/moderate to extreme cold/heat. Exposure to noise levels ranging from moderate to loud for occasional to frequent time periods, and constant electrical shock hazards.

Hazards

Furniture, playground/office equipment, communicable diseases, chemicals and fumes (as related to specific assignment), and power/hand-operated equipment and machinery (as related to specific assignment).

Examples of Equipment/Supplies Used to Perform Tasks

Various computers, printers, telephones, fax machines, drills, punch-down tools, digital multi-meters, laser communication devices, data system and communications test equipment, and hand/power tools used in the installation and repair of technology equipment.

AA/EOE Statement

The Clark County School District is proud to be an equal opportunity employer. The Clark County School District is committed to providing all applicants and employees equal employment opportunities without regard to race, color, religion, sex, gender identity or expression, sexual orientation, national origin, genetics, disability, age, military status, or other characteristics protected by applicable law. Here at Clark County School District, we are a diverse group of people who honor the differences that drive innovative solutions to meet the needs of our students and employees. We believe that through a culture of inclusivity, we have the power to reflect the community we serve.

Job Revision Information

- Revised: 05/10/23
- Created: 10/02/13