

substance in the workplace throughout his/her employment by the District.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

REPORTS TO Coordinator, of Operations

GENERAL RESPONSIBILITIES

1. Manages Technology user support functions including supervising user support staff, overseeing the day-to-day operation of the Technology Help Desk, Technology training functions, documentation, quality assurance testing, and special request processing.
2. Works closely with the user community, network staff, and systems and programming staff to enhance the quality of Technology support services and customer satisfaction.
3. Provides a consistent level of support services to the user community in expeditious identification, logging, resolution and follow-up of problems and questions regarding district hardware and software.

SPECIFIC RESPONSIBILITIES

1. Supervises Technology Trainer and Help Desk Specialists.
2. Performs basic Help Desk functions that include responding to user questions, problem identification, problem analysis and resolution, logging calls, communicating problems to technical staff, and reporting problem resolutions to the end user.
3. Maintains information on all problems reported and all related investigation activities, problem resolutions, and follow-up activities.
4. Performs system administration tasks for call logging software.
5. Performs quality assurance testing for new and modified software.
6. Creates and maintains documentation including standard operating procedures (SOP), report catalogs, on-line help screens, on-line technical screens, and checklists.
7. Oversees day-to-day operation of Technology Help Desk.
8. Notifies users regarding new and updated software, special instructions, and system availability.
9. Maintains a detailed working knowledge of all federal, DOE, and district reporting

requirements, regulations, and procedures.

10. Distributes informational materials to the user community including DOE manuals and updates, checklists, report catalog, and others.
11. Maintains a working knowledge of all mainframe software applications, district E-mail system, Internet, Intranet, and networking.
12. Identifies training needs and assists with training when necessary to maintain a consistent level of service to the user community.
13. Provides user support functions to Technology special projects such as the installation of new software or hardware.
14. Performs other duties as assigned.