



Northside Independent School District

DEPARTMENT OF HUMAN RESOURCES

JOB POSTING NUMBER: 0508028
Reposted

JOB ANNOUNCEMENT

HELP DESK SPECIALIST II

Information & Infrastructure Services

(3 Positions Available)

APPLICATION DEADLINE: Open Until Filled

*****All applicants must complete the accompanying Job Match Profile for full consideration*****

MINIMUM QUALIFICATIONS

- High School Diploma or General Equivalency Diploma (GED)
- Possess some IT certifications, i.e. MCP, A+, etc. (Preferred)
- Experience with remote access tools, i.e. Netmeeting
- Minimum of two (2) years working experience with the products used and/or applications supported by the Help Desk, e.g. HEAT Help Desk Software or other Call Tracking software, Micro-Computer Applications (Microsoft and Novell), and Internet Access Software
- Minimum of two (2) years work experience related to customer support for computer operations
- Minimum of two (2) years work experience related to computer systems, LAN and WAN networking, operating systems (Windows XP, Windows 98, Windows 95, MacOS and/or Unix), etc.
- Experience working with PC hardware and software troubleshooting, installations, and configurations
- Must have satisfactory outcome of fingerprinting check prior to starting employment. Non-refundable fee paid by employee.

SPECIAL KNOWLEDGE/SKILLS/ABILITIES

- Possess strong keyboard, data entry and other technical skills
- Possess strong personal skills and abilities
- Proper telephone etiquette
- Effective written and oral communication
- Provide clear and concise instruction

ESSENTIAL FUNCTIONS

1. Log service calls from phone, fax, mail, web browser, and personal contact; assign and monitor work order assignments.
2. Provide detailed support for LAN and WAN networking operations, personal computer applications, ESC-20 access and/or applications.
3. Provide detailed assistance to the Technical Support staff for hardware problem resolution.
4. Contact and assist computer repair and network support technicians as needed.
5. Provide and document procedures to be used by other support staff and users.
6. Maintain a database of service calls; generate reports/statistics to assist in identifying problem areas, e.g. specific equipment that fails more often than others, frequent end-user errors, etc.
7. Use proper escalation procedures when reporting outages to management and support staff.
8. Perform other duties as assigned.

REPORTS TO: Technology Support Supervisor

TYPE OF ASSIGNMENT: Full-Time, Non-Exempt

MINIMUM DAILY RATE: \$123.20

WORK DAYS: 226

PAY GRADE: J3

NOTE: This position includes requirements for flexible hours (an 8 hour shift beginning and ending any time between 7AM to 7PM), and "on-call" availability for after-hours and weekend support.

NORTHSIDE INDEPENDENT SCHOOL DISTRICT OFFERS EXCELLENT FRINGE BENEFITS!

Internal Applicants – Submit a Job Match Profile form (available in Human Resources or on www.nisd.net).

External Applicants – Submit a completed Application for Auxiliary and Classified Employment, a Job Match Profile form (available in Human Resources or at www.nisd.net), and copies of required credentials to support the qualifications as posted in the job announcement.

Only those persons who meet the minimum qualifications as posted, and submit a completed application for employment, with supporting credentials will be considered for the position. The complete application packet should be submitted/mailed to:

FOR HR USE ONLY
PCN: P6S0S425 00004
P6S0S425 00007
P6S0S425 00001

Northside ISD
Human Resources
5617 Grissom Road
San Antonio, TX 78238

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EQUAL OPPORTUNITY EMPLOYER