

**Killeen Independent School District  
Job Description**

**Job Title:** Service Desk Associate  
**Reports To:** Service Desk Manager  
**FLSA Status:** Non-exempt

**SUMMARY:**

Serve as the initial contact for Desktop Operations. Provide assistance, and technical support respond to user inquiries and requests regarding computer security, operating systems, MS Office applications, printing, and hardware troubleshooting.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following:

Works with Technology Services support staff to support all district microcomputer hardware, operating systems, time clocks, and printers.

Provides telephone support to customers and ensures customer service is timely and accurate on a daily basis.

Performs analysis on and triage all incoming incidents, service requests to ensure maximal first call resolution and/or proper escalation actions.

Provides assistance to campuses/departments as requested.

Documents internal procedures.

Documents trends and needs of users based on Help Desk calls and assist in developing solutions to meet their needs.

Assists IT with ongoing projects as necessary.

Creates training documents, provide training, and support for Service Desk software.

Supports all technologies and applications throughout the District.

Troubleshoots and provides resolution and support to Interfaces with district personnel and Technology Services staff for troubleshooting district hardware issues.

Administers the help desk software to process all work orders for the technology services department.

Creates task assignments for Desktop Operations personnel and performs follows-up for resolution. Identifies, researches, and resolves technical problems.

Performs other duties as assigned.

**SUPERVISORY RESPONSIBILITIES:**

This job has no supervisory responsibilities.

**QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

**EDUCATION and/or EXPERIENCE:**

Associate degree in computer related field or equivalent training and two years computer experience; or high school diploma/GED and four years hardware experience. Apple certification preferred.

Experience with the following:

- Knowledge of and technical expertise supporting Apple and Windows products.
- Ability to diagnose and troubleshoot computer hardware.
- Skill in working in collaborative team-based environments and using good inter-personal communication.
- Ability to prioritize and organize work responsibilities.
- Ability to multi-task and pay attention to detail.
- Skill in providing customer service.
- Ability to work under pressure and meet deadlines.
- Excellent verbal and written communication skills in working with technical and non-technical people.
- Ability to develop and maintain collaborative relationship among all levels of an organization.
- Ability to work effectively in a team-based environment and a demonstrated willingness to support the team on all levels to get the job done.

**OTHER QUALIFICATIONS:**

Experience working with restricted information and the aptitude in maintaining the integrity of sensitive data, preferred.

**LANGUAGE SKILLS:**

Ability to read and interpret documents such as rules and regulations, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before administrators, staff or employees of the district.

**MATHEMATICAL SKILLS:**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

**REASONING ABILITY:**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**OTHER SKILLS AND ABILITIES:**

Knowledgeable of Apple Operating System, Bomgar, SCCM, and Help Desk automation software preferred.

**PHYSICAL DEMANDS:**

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to use hands to finger, handle, or feel. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Occasional district-wide travel to multiple campuses as assigned. The noise level in the work environment is usually quiet.

**Revised Date:** January 17, 2019

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities, duties, and skills that may be required.