



**Board of Education of the City of St. Louis**  
**CAREER OPPORTUNITY**

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<b>Position Title:</b>	Manager Help Desk
<b>Payroll/Personnel Type:</b>	12 Month
<b>Reports to:</b>	Deputy Superintendent of Accountability

**Position Summary:**

The Help Desk Manager was established for the purpose/s of assisting in the development of the SLPS District and department goals and objectives; designing, implementing and administering District local and wide area network systems; providing high level technical support; supervising and training department staff; managing assigned projects; and providing leadership in the areas of District technology usage.

**Essential Functions:**

- Administers systems and servers related to district LAN and WAN (e.g. email systems, accounts, workstation ID, IP assignments, classroom computers, security, antivirus, spyware, etc.) for the purpose of ensuring availability of services to authorized users
- Designs network infrastructure (physical and virtual) for the purpose of ensuring effective and efficient networking systems
- Maintains network operations and software applications (e.g. servers (file, print, application, WEB, database, proxy, etc.), operating systems, districtwide server backup, routine maintenance programs, etc.) for the purpose of ensuring efficient operations
- Manages servers and network resources including network applications for the purpose of delivering services in compliance with established guidelines and/or objectives
- Participates in a variety of planning and development activities, including districtwide committees for the purpose of creating short and long range plans for programming support to the district
- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit
- Prepares written materials (e.g. procedures, system level documentation, reports, memos, letters, etc.) for the purpose of documenting activities, providing written reference, and/or conveying information
- Recommends equipment, supplies and materials for the purpose of acquiring required items and completing jobs efficiently
- Researches trends, products, equipment, tests, etc. for the purpose of recommending procedures and/or purchases
- Responds to emergency situations as needed for the purpose of resolving immediate concerns  
Responds to inquiries from a variety of sources (e.g. staff, administrators, school site personnel, outside vendors and service providers, etc.) for the purpose of providing technical assistance and support
- Trains other SLPS District staff (primarily within the technology area) for the purpose of ensuring their ability to use new and/or existing operating systems and application software
- Work under limited supervision using standardized practices and/or methods
- Directing other persons within a department, large work unit, and/or across several small work units; and tracking budget expenditures
- Utilization of resources from other work units is often required to perform the job's functions



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- There is a continual opportunity to impact the organization’s services
- Perform other duties as assigned

**Knowledge, Skills, and Abilities:**

- Knowledge to be added

**Experience:**

- Job related experience within specialized field is required
- 1-4 years of Help Desk/Customer Service experience
- 1-4 years of significant experience and/or training working with various operating systems, networks, personal computers and Microsoft Office Suite software
- Preferred experience with Tyler SIS and SAP

**Education:**

- Bachelor’s Degree in job related area (required)

**Physical Requirements:**

- Must be physically able to operate a motor vehicle
- Must be able to exert up to 10 pounds of force occasionally, and/or a negligible amount of force constantly to lift, carry, push, and pull or otherwise move objects, including the human body
- Light work usually requires walking or standing to a significant degree

**Working Conditions and Environment:**

- Work is routinely performed in a typical interior/office environment
- Very limited or no exposure to physical risk

**Disclaimer:**

The information contained in this job description is for compliance with the Americans with Disabilities Act (ADA) and is not an exhaustive list of the duties performed for this position. Additional duties are performed by the individuals currently holding this position and additional duties may be assigned.

**Review/Approvals:**

\_\_\_\_\_  
Employee  
\_\_\_\_\_  
Immediate Supervisor

Date

\_\_\_\_\_  
\_\_\_\_\_  
Date



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Human Resources

Date

***In connection with hiring for this position the district shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, sexual orientation, age, disability, veteran status or national origin.***