



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

Position Title:	Help Desk Operator
Payroll/Personnel Type:	12 Month
Job #:	105
Reports to:	Help Desk Manager
Shift Length:	8 hours
Union Eligibility:	Not Eligible

Position Summary:

In this role, you will provide maintenance of the computer desktop environment by analyzing requirements, resolving problems, installing hardware and software solutions, and supporting the internal IT Helpdesk. You will be responsible for administration and internal support of the SLPS's PCs, printers, servers, and related equipment. Tasks include end user support, license tracking, and performing PC maintenance, upgrades and configurations.

Essential Functions:

- Provide helpdesk support and resolve problems to the end user's satisfaction
- Monitor and respond quickly and effectively to requests received through the IT helpdesk
- Monitor Service Desk for tickets assigned to the queue and process first-in first-out based on priority
- Modify configurations, utilities, software default settings, etc for the local workstation
- Utilize and maintain the helpdesk tracking software
- Document internal procedures
- Assist with onboarding of new users
- Install, test and configure new workstations, peripheral equipment and software
- Maintain inventory of all equipment, software and software licenses
- Report issues to the Service Desk for escalation
- Manage PC setup and deployment for new employees using standard hardware, images and software
- Assign users and computers to proper groups in Active Directory
- Perform timely workstation hardware and software upgrades as required
- Other duties as assigned

Knowledge, Skills, and Abilities:

- Excellent telephone and communicative skills
- Ability to troubleshoot and diagnose various microcomputers, software and peripherals
- Ability to interpret instructions furnished in written or oral form
- Ability to effectively work and interact with others
- Ability to deal with problems involving standardized situations

Experience:

- 1-2 years of Help Desk/Customer Service experience
- 1-2 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

