



**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>Job #:</b>	8475
<b>Reports to:</b>	Deputy Superintendent of Accountability
<b>Shift Length:</b>	8 Hour Day
<b>Union Eligibility:</b>	Not Eligible

**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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***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.***