IT SOLUTIONS DESK TECHNOLOGY ASSISTANT

JOB DESCRIPTION
MSD OF WAYNE TOWNSHIP

PURPOSE: To serve as the Ben Davis High School campus initial presence for users needing assistance and to direct IT support visits.

PERFORMANCE RESPONSIBILITIES:

1. Delegates IT Direct work orders to the BD campus team. Verifies and amends ITDirect work orders & expedites the process of assistance for higher-level technical issues.

2. Manages processes for the orderly use of the BD campus resources and workroom organization.

3. Troubleshoots and reports on printer and copier issues.

4. Manages event IT equipment and resources.

5. Completes High School IT inventory control documentation.

6. Provides remote troubleshooting support.

7. Manages logistics of the Bridging the Gap program.

8. Provides backup support for members of the BD campus team.

9. Participates in Technology Assistant meetings.

10. Other duties as assigned by the Chief Technology Officer or Superintendent or his or her designee.

11. Must be able to lift 25 lbs. and climb a ladder.

12. Performs such other tasks and assumes such other responsibilities as the Superintendent or his or her designee may assign.

Revised: November 2015