



# JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Information Technology Service Desk Technician</b>	
<b>FLSA:</b>	Non-Exempt	<b>PAY RANGE:</b> \$18 - \$23 per hour
<b>DATE:</b>	2025-2026	<b>DEPARTMENT:</b> Information Technology
<b>REPORTS TO:</b>	Chief Information and Technology Officer & Director of Academic Technology Services	

## **JOB SUMMARY:**

The Information Technology Service Desk Technician is a part-time, intermediate-level professional responsible for managing and coordinating IT Service Desk operations in support of academic and business technology across campus. This role provides technical support to end users through the Service Desk, including in-person assistance and oversight of the ticketing system and related support infrastructure. The IT Service Desk Technician ensures the school's academic and business functions are effectively supported by engaging with users, triaging and prioritizing support requests, and ensuring timely and effective follow-up.

## **MAJOR RESPONSIBILITIES AND ACTIVITIES:**

- ❖ Provides Tier 1–2 technical support by triaging requests from the centralized ticketing system and supporting users who visit the Service Desk in person or contact the IT Service Desk phonenumber.
- ❖ Provides direction and training to students in the IT Student Intern program to support IT services.
- ❖ Delivers day-to-day on-site or remote support to end users in a variety of work environments, including professional offices, classrooms, and student computer labs.
- ❖ Provides support and training on audiovisual (AV) equipment, including setup, troubleshooting, and basic AV production.
- ❖ Instructs new students on email account claim, Chromebook setup and the use of instructional technologies.
- ❖ Assists residential students with resolving personal IT issues related to devices, connectivity, and access.
- ❖ Ensures help desk tickets are appropriately prioritized, assigned, and resolved in a timely manner.
- ❖ Participates departmental technical sessions to establish optimal solutions for IT challenges.
- ❖ Maintains and inventories IT equipment and infrastructure; provides recommendations for replenishment, budget planning, and equipment upgrades; and communicates relevant updates through IT tracking systems to both colleagues and end users.
- ❖ Recommends and implements technical solutions to support instructional or operational goals across a range of environments.
- ❖ Manages and improves the functionality and workflows of the ticketing system.
- ❖ Installs and supports hardware and peripherals including monitors, keyboards, printers, projectors and other devices.
- ❖ Collaborates with users to troubleshoot issues, identify root causes, and recommend effective solutions.
- ❖ Installs and verifies operation of approved software packages, including operating systems and productivity suites.

*The Academy administration reserves the right to assign or reassign duties and responsibilities to this job at any time.*

### **REQUIRED SKILLS AND ABILITIES**

- ❖ Working knowledge of computer operating systems, networking, media integration, and telecommunications systems.
- ❖ Intermediate knowledge of IT systems and technical configurations of all on-campus venues.
- ❖ Ability to:
  - effectively manage time and commitments and self motivated to improve the IT infrastructure.
  - communicate effectively, both orally and in writing.
  - identify, analyze, and resolve problems effectively
  - establish and maintain effective and professional working relationships.
  - tailor instructional approach to various learning styles
- ❖ Team Player - Energetic and proactive approach to improving the IT Infrastructure. Positive attitude displayed within the team and to system users. Supportive of team members in accomplishing the work of the Academy
- ❖ Good judgement regarding what is appropriate for high school students.

### **EDUCATION/EXPERIENCE:**

Associate degree but will consider candidates who have credentials or work experience that demonstrates industry standards and skills.

### **ENVIRONMENTAL FACTORS:**

Duties are performed in standard office settings or classroom and other educational spaces. Some maintenance work on equipment may be necessary and some work outside of regular work schedule or to accommodate the school calendar may be required. Must have the ability to lift 50 lbs. to a height of 3-4 feet and carrying such weights a distance of 50 yards while performing installation and/or support of IT/AV equipment.

### **BACKGROUND CHECK AND FINGERPRINTING:**

The Academy conducts criminal record checks on all candidates. We reserve the right to investigate fully any criminal or motor vehicle offense prior to consideration for employment.