



# The School Board of Polk County

<http://www.polk-fl.net>

## Job Description

Position Title: Senior Technician - IT - Information Technology Help Desk/Trainer

FLSA Status: Non-Exempt

Salary Grade, if non-union: SG17

Pay Grade, if union:

Non-Union or Specific Collective Bargaining Agreement: Non-Union

### Our Mission:

The mission of Polk County Public Schools is to provide a high quality education for all students.

To perform this job successfully, the individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The duties are intended to describe the nature and level of work being performed by the employee assigned to the position. This job description is not meant to be construed as an exhaustive list of all responsibilities, duties, and skills required of this position. Other duties may be assigned which are not listed. Additionally, when duties and responsibilities of this job change, this job description will be reviewed and updated, subject to changes and business necessity.

### Custom Job Purpose:

This position exists to perform first level support and training for users of information technology including preparation of documentation, training materials, procedures manuals and help-desk problem documentation.

### Essential Functions of this Job

Assist in developing technical documentation including a description of program functions, subprograms, error messages, edit needs and output. Assist in developing user guides and training manuals. Develop documentation and graphics to support presentation to users. Train users to assure a secure client/server environment. Provide necessary technology training and on-going technical assistance to all levels of school site and district office personnel. Assist in troubleshooting, providing solutions and resolving issues brought to the Help Desk. Refer the problems to the appropriate source when unable to provide resolutions. Monitor and evaluate effectiveness of technical assistance and assigned training program. Maintain inventory of software and training materials. Assist in planning the level of training support needed for existing, upgraded, and new applications.

### Non-Essential Functions of this Job

Performs other duties as assigned.

### Knowledge, Skills and Abilities:

Extensive knowledge of advanced word processing, desktop publishing, and various computer software applications. Ability to understand and interpret technical information and transpose relevant technical information into accurate, easily understood user documentation. Strong knowledge of a complex client/server environment in implementing, supporting and maintaining applications. Strong oral and written

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communication skills. Ability to communicate with all levels of employees. Bilingual/biliterate preferred.

Education, Experience and/or Certification/License Requirements

Associate of science or equivalent training and experience. Bachelor's degree in programming, computer science or related field preferred. Three years experience using microcomputers, writing reference and user manuals, and/or delivery of training to adults.

Work Context:

Requires sitting and some standing, walking and moving about to coordinate work. Requires face-to-face discussions and contact with students, individuals and/or teams. Requires the use of alternative communication systems, such as electronic mail, telephones and computers. Requires coordination of work tasks to establish priorities, set goals and meet deadlines. Requires work with both internal and external contacts, and with the public.

Physical Environment:

Requires working indoors in environmentally controlled conditions. Requires sitting for the majority of the day, and the ability to lift, carry, move and/or position objects infrequently weighing up to 20 pounds.

Local Code: 10074  
EEO5: 44  
Approval Date: 2004-06-08  
Date Last Revised: 2013-12-02

*The School Board of Polk County, Florida, prohibits any and all forms of discrimination and harassment based on race, color, sex, religion, national origin, marital status, age, homelessness, or disability or other basis prohibited by law in any of its programs, services, activities or employment.*