



HOLMDEL TOWNSHIP PUBLIC SCHOOLS JOB DESCRIPTION: COMPUTER APPLICATION SUPPORT SPECIALIST (HELP DESK)

QUALIFICATIONS:

1. High school diploma required. College degree desirable. Relevant experience may be substituted as equivalent.
2. Trainer and Help Desk Experience required.
3. Possesses proficient skills in Windows 95, 98, Mac, Microsoft Office, Telephony, Internet and e-mail applications.
4. Possesses strong skills in human relations, problem solving, decision making, organization and communications.
5. Successfully completes required criminal history proof of U.S. citizenship or legal resident status.
6. Such other alternatives to the above qualifications as the Board may find appropriate and acceptable.

REPORTS TO: Superintendent

JOB GOAL: To be responsible for identifying and providing end user support to insure the efficient use of information technology by Holmdel employees. The support specialist develops appropriate training materials, conducts training classes, and coaches individual employees. This position assists in identifying and implementing information technology systems to enhance and support the district's mission and vision of technology throughout the organization.

PERFORMANCE RESPONSIBILITIES:

1. Provides assessment and induction training on computer applications to all new employees in accordance with their individual needs identified at induction.
2. Assists in identifying technology skills required for each employee position.
3. Implements and maintains a help desk to record and analyze technology assets, system problems and performance levels.
4. Coordinates schedule and work of lab assistants.

5. Develops and maintains an informational system and database to identify organizational training and individual support needs.
6. Institutes appropriate training, coaching and support to enhance employee use of information technology.
7. Identifies and acquires appropriate support to correct desktop technology problems.
8. Maintains inventory of technology hardware used throughout the district.
9. Performs such other tasks and assumes such other responsibilities as may be assigned by the Superintendent.

TERMS OF EMPLOYMENT: Twelve-month year. Salary as established by the Holmdel Township Board of Education.

EVALUATION: Performance will be evaluated in accordance with the provision of the Board's policy.

SOURCE: Regular Public Board Meeting

DATE: December 22, 1999

REVISED: February 9, 2000