

# Information Systems Help Desk Specialist

## Position Details

Class Code: 1447

Job Family: Information Systems

Classification: Support Professional

Terms of Employment: [Pay Grade 53 on the Support Professional Salary Schedule](#)

FLSA STATUS: NON-EXEMPT

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## Position Summary

Under general supervision, provides high-quality customer service as the primary point of contact for Help Desk, technical/procedural support, and problem resolution to users in schools and departments using server-based and personal computer programs and hardware. Screens and processes requests for user access to central systems.

Maintains security of and access to central systems and confidentiality of information.

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## Essential Duties and Responsibilities

This list of Essential Duties and Responsibilities is not exhaustive and may be supplemented.

1. Receives telephone calls from users requesting technical assistance using computer software and hardware or inquiring how to use specific applications including, but not limited to, payroll reporting, School Administrative Student Information Software (SASI)/CLASSxp, Encore, and System Analysis Program (SAP).
2. Analyzes and solves day-to-day problems reported by users; uses various applications to analyze and solve problems.

3. Analyzes and evaluates possible solutions to problems; advises users regarding problem resolution; and directs users to take specific actions to define and resolve such problems.
4. Performs problem analysis and problem resolution tracking.
5. Initiates user support repair/site visits for technical problems and resolutions.
6. Serves as liaison between District, department, and school users regarding requests for mainframe access, SAP access, and technical support.
7. Processes incoming computer access requests, districtwide, from users requiring access to central systems. Screens and monitors for appropriate access requests.
8. Performs security administration by resetting passwords and creating, modifying, and disabling user accounts for network operating systems and software applications.
9. Uses applications such as mainframe computer Resource Access Control Facility (RACF) and Computer Information Systems (CIS) Web Portal to create and maintain system security by assigning user identification credentials to access authorized applications.
10. Verifies and edits security information and maintains database of user access and login IDs in the CIS Web Portal.
11. Performs internal security audits to review security violations that have occurred.
12. Conducts annual reviews of access requests to verify appropriate access.
13. Works with department functional staff to modify, test, and implement application changes required for system functionality.
14. Performs application traces to troubleshoot errors and make necessary changes.
15. Coordinates with various staff, administrators, consultants, and vendors to resolve user support issues for districtwide, centrally-managed applications.
16. Generates specialized and enterprise-wide reports using advanced query programs.
17. Provides systems and program test activities; prepares and/or obtains test data; assists in conducting programs and systems testing; evaluates test results; assists in debugging systems and programs; executes plans that encompass isolated or system-wide requirements for continual version upgrades and revisions as required by vendors for numerous applications.
18. Analyzes, reviews, and assists in rewriting programs to increase operating efficiency or to adapt programs to new requirements.
19. Maintains accurate reporting of user interaction in enterprise-level ticket tracking systems, such as CA Service Desk software.

20. Analyzes and evaluates support requests for recurring problems; makes recommendations, takes corrective action, or seeks assistance from systems programmers.
  21. Participates in team projects that enhance the quality and efficiency of support.
  22. Conforms to safety standards, as prescribed.
  23. Performs other tasks related to the position, as assigned.
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## **Distinguishing Characteristics**

Involves the responsibility of being the first level of support, providing independent research, analysis, technical support, problem resolution, and security for server-based and personal computers.

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## **Knowledge, Skills, and Abilities (Position Expectations)**

1. Extensive knowledge of personal computer systems, networking systems, operating systems, data communications, and software applications (including commercial information/data processing software).
2. Knowledge of accepted data security practices for enterprise applications.
3. Knowledge of database structure and design and the relation of files.
4. Ability to conduct research, analyze, and track problems to final solution.
5. Ability to troubleshoot computer and network hardware/software malfunctions.
6. Ability to translate caller comments into technical computer terms.
7. Ability to communicate effectively both verbally and in writing.
8. Ability to prepare clear and concise reports, documentation, and other written materials.
9. Ability to maintain organized and accurate records.
10. Ability to maintain and ensure integrity and confidentiality of information.
11. Ability to meet predetermined deadlines and shift to new tasks when priorities change.
12. Ability to work flexible hours or shifts.
13. Ability to exercise judgment when to act independently and when to refer situations to a supervisor.
14. Ability to work cooperatively with employees, consultants, and vendors.
15. Ability to design, implement, operate, and maintain recordkeeping systems.
16. Ability to learn and master the operation and application of new technology and automated information processing systems.

17. Ability to recognize and report hazards and apply safe work methods.
  18. Possess physical and mental stamina commensurate with the responsibilities of the position.
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## **Position Requirements**

### **Education, Training, and Experience**

1. High school graduation or other equivalent, (i.e., General Educational Development (GED), foreign equivalency, etc.).
2. Two (2) years of college coursework or technical school, including courses in computer applications and/or networking, plus two (2) years of professional computer experience, including word processing, database, and spreadsheet applications, creation of complex queries and reports, and end-user training and/or support; or,  
Four (4) years of professional computer experience, including word processing, database, and spreadsheet applications, creation of complex queries and reports, and end-user training and/or support.

### **Licenses and Certifications**

A valid driver's license or state-issued identification card.

### **Preferred Qualifications**

None Specified.

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## **Document(s) Required at Time of Application**

1. Copy of a valid driver's license or state-issued identification card.
  2. High school transcript or other equivalent, (i.e., foreign equivalency, etc.).
  3. College transcript(s), if applicable.
  4. Specific documented evidence of training and experience to satisfy qualifications.
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## **Examples of Assigned Work Areas**

Clark County School District Technology and Information Systems Services Division, other divisions/departments throughout the District, and travel to and from schools and other District office settings.

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## **Work Environment**

### **Strength**

Sedentary to medium - exert force of 20-50 lbs., occasionally; 10-25 lbs., frequently; up to 10 lbs., constantly.

### **Physical Demand**

Frequent sitting, standing, walking, pushing, pulling, stooping, kneeling, crouching, reaching, handling, and repetitive fine motor activities. Occasional climbing and crawling. Mobility to work in a typical office setting and use standard office equipment. Stamina to remain seated and maintain concentration for an extended period of time. Hearing and speech to communicate in person, via video conference and computers, or over the telephone. Vision: Frequent near acuity, occasional far acuity, and color vision. Vision to read printed and online materials, a Video Display Terminal (VDT) screen, or other monitoring devices.

### **Environmental Conditions**

Climate-controlled office settings with temperatures ranging from mild to moderate cold/heat. Exposure to noise levels ranging from moderate to loud for occasional to frequent time periods.

### **Hazards**

Furniture, playground/office equipment, communicable diseases, chemicals and fumes (as related to specific assignment), and power/hand-operated equipment and machinery (as related to specific assignment).

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## **Examples of Equipment/Supplies Used to Perform Tasks**

Various computers, printers, modems, scanners, copy machines, telephones, fax machines, etc.

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### **AA/EOE Statement**

The Clark County School District is proud to be an equal opportunity employer. The Clark County School District is committed to providing all applicants and employees equal employment opportunities without regard to race, color, religion, sex, gender identity or expression, sexual orientation, national origin, genetics, disability, age,

military status, or other characteristics protected by applicable law. Here at Clark County School District, we are a diverse group of people who honor the differences that drive innovative solutions to meet the needs of our students and employees. We believe that through a culture of inclusivity, we have the power to reflect the community we serve.

## **Job Revision Information**

- Revised: 05/11/23
- Created: 11/17/93