

Information Systems Help Desk Manager

Position Details

Class Code: 1477

Job Family: Information Systems

Classification: Support Professional

Terms of Employment: [Pay Grade 60 on the Support Professional Salary Schedule](#)

FLSA STATUS: NON-EXEMPT

Position Summary

Under general direction, the purpose of the position is to manage Help Desk operations and administration of computer networks. Employees in this class are responsible for managing and implementing all aspects of personal computers, peripherals, and terminal equipment, as well as overseeing the development of departmental computer systems. Develops and implements strategic and short-range network plans to meet the needs of the Clark County School District. Performs related administrative work as necessary.

Essential Duties and Responsibilities

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

1. Develops and implements computer networking activities and School Administrative Student Information Software (SASI) Help Desk, Mainframe Help Desk, and Enterprise Resource Planning (ERP) Help Desk operations.
2. Schedules, trains, supervises, and evaluates professional and support staff; provides development opportunities for staff.

3. Ensures staff responds to clients in a knowledgeable and professional manner; meets with PC training staff to develop training materials for District staff; establishes and administers customer service procedures.
 4. Meets with departmental representatives relative to existing computer operations and future requirements.
 5. Monitors, enforces, and ensures high security levels for users and network systems.
 6. Meets with vendors to evaluate hardware and software products; monitors the work of contractors engaged to do computer-related work; reviews bids and specifications.
 7. Establishes and administers quality control procedures and standards.
 8. Plans, designs, and implements all facets of network projects and administers installations.
 9. Estimates time and materials for jobs; orders equipment and controls inventory.
 10. Coordinates billing procedures.
 11. Maintains various records and reports, (i.e., job records, work orders; inventory supply for parts, equipment, machinery and tools; material requests, etc.).
 12. Ensures all work is performed in compliance with all codes, standards, and regulatory requirements applicable to the work.
 13. Prepares and administers networking budget.
 14. Conforms to safety standards, as prescribed.
 15. Performs related duties, as assigned.
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Distinguishing Characteristics

None specified.

Knowledge, Skills, and Abilities (Position Expectations)

1. Knowledge of business English and spelling; knowledge of basic math.
2. Thorough knowledge of current codes and regulatory standards applicable to the work.
3. Thorough knowledge of all functions relevant to Help Desk operations and administration of computer networks.
4. Considerable knowledge of the operating characteristics, capabilities, and limitations of personal and microcomputer equipment.

5. Considerable knowledge of computer software, including the characteristics and operation of networking, spreadsheets, word processing, graphics, database managers, electronic mail, communications, and scheduling.
 6. Considerable knowledge of Transmission Control Protocol/Internet Protocol (TCP/IP).
 7. Thorough knowledge of basic District work policies and guidelines; knowledge of departmental practices and procedures.
 8. Ability to understand and follow written and verbal instructions.
 9. Ability to effectively manage a staff comprised of entry- and journey-level tradesmen performing skilled networking and Information Systems (IS) Help Desk work.
 10. Ability to establish and maintain effective working relationships with subordinates, supervisors, and representatives of other departments.
 11. Ability to plan, assign, and review the work of skilled technicians in a manner conducive to high morale and performance.
 12. Ability to maintain records, control inventories, and prepare reports.
 13. Ability to install personal computer equipment in confined areas.
 14. Ability to recognize and report hazards and apply safe work methods.
 15. Ability to work flexible hours as necessary for the efficient operation of the department.
 16. Possess physical and mental stamina commensurate with the responsibilities of the position.
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Position Requirements

Education, Training, and Experience

Bachelor's degree in computer science or related field; supplemented by four (4) years of experience in a supervisory capacity in the area of computer networking, installation, and repair or Information Systems Help Desk Operations; or,
An Associate's degree in computer science or related field; supplemented by six (6) years of experience in a supervisory capacity in the area of computer networking, installation, and repair or Information Systems Help Desk Operations; or,
High school graduation or other equivalent, (i.e., GED, college, technical or trade school transcript, foreign equivalency, etc.); supplemented by eight (8) years of progressively responsible experience in computer networking, installation, and repair and IS Help Desk Operations; or an equivalent combination of education, training, and experience.

Licenses and Certifications

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

Preferred Qualifications

None specified.

Document(s) Required at Time of Application

1. Copy of a valid driver's license or state-issued identification card.
 2. High school transcripts or other equivalent, (i.e., GED, 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 facilities - offices, schools (i.e., classrooms, computer labs, mechanical equipment rooms, cafeterias), construction sites, etc.

Work Environment

Strength

Medium/heavy - exert force of 50-100 lbs., occasionally; 25-50 lbs., frequently; or 10-20 lbs., constantly.

Physical Demand

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

Environmental Conditions

Varies from a climate-controlled office setting to work outdoors with temperatures ranging from mild/moderate to extreme cold/heat. Exposure to noise levels ranging from

moderate to loud for occasional to frequent time periods, and constant electrical shock hazards.

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).

Examples of Equipment/Supplies Used to Perform Tasks

Various computers, printers, modems, scanners, copy machines, telephones, fax machines, District-issued vehicles, etc.

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: 01/08/06