Help Desk Analyst III

Position Details

Class Code: 1483
Job Family: Information Systems
Classification: Support Professional
Terms of Employment: [Pay Grade 58 on the Support Professional Salary Schedule](#)
FLSA STATUS: NON-EXEMPT

Position Summary

Under general supervision, as a top tier point of contact, provides high quality customer service, troubleshoots, operates and supports complex enterprise applications, client computing technology, peripheral devices, operating systems, and related technologies requiring advanced enterprise application and technical skills.

Essential Duties and Responsibilities

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

1. Provides advanced (Level 3) phone, online, and on-site support to technology users as well as Level 1 and Level 2 support for other Computer Technicians and Help Desk Analysts.
2. Leads teams in diagnosing enterprise application issues and client computing hardware/software malfunctions; coordinates and/or implements repair activities.
3. Works independently using high-level logical problem determination skills and procedures to isolate faults in computer and peripheral software, hardware, enterprise applications, and communications systems; implements necessary repairs.
4. Assists in troubleshooting data communication, cloud computing, servers, and networking related issues, including Wi-Fi and Voice-over Internet Protocol (VoIP); resolves or acts as the point of contact to appropriate parties (i.e., internal

departments and/or designated external consultants and vendors) for service assistance.

5. Researches and develops standard practices for installing, implementing, and configuring client computing hardware and software within an enterprise-scale networked computing environment.
6. Researches and develops processes for resolving application support issues and maintaining, troubleshooting, and/or repairing client computing hardware/software within an enterprise-scale networked computing environment.
7. Creates reports, presentations, training materials, knowledge documents, and other documentation to support the Clark County School District's technical support knowledge base.
8. Leads project teams in designing and implementing new technologies and systems.
9. Participates in the development of applications and client computing hardware/software specifications for new client computing related technologies.
10. Diagnoses complex printer problems; disassembles and repairs printers.
11. Participates in the planning and implementation of applications, hardware, and software systems installations and upgrades.
12. Maintains state-of-the art competency in relevant education-based applications.
13. Maintains state-of-the-art competency in desktop, laptop, tablet, and mobile operating systems.
14. Maintains state-of-the-art competency in client computing software, hardware, and related technologies such as interactive whiteboards, printers, mass deployment utilities, etc.
15. Maintains certifications as necessary to perform warranty service on District client computing technology.
16. Conforms to safety standards, as prescribed.
17. Performs other tasks related to the position, as assigned.

Distinguishing Characteristics

Involves independent research, analysis, installation, troubleshooting, operations, and support of enterprise applications, client computing technology, and related technologies in a network environment.

Knowledge, Skills, and Abilities (Position Expectations)

1. Knowledge of educational-based enterprise applications.
2. Knowledge of client computing technologies and operating systems.
3. Knowledge of connecting and configuring various peripheral devices such as printers, projectors, etc.
4. Knowledge of Transmission Control Protocol/Internet Protocol (TCP/IP) networking technologies, protocols, and troubleshooting.
5. Knowledge of current programming languages.
6. Knowledge of relational database systems.
7. Knowledge of stand-alone and networked printer configuration and support.
8. Knowledge of the installation, configuration, troubleshooting, and repair of various mobile devices.
9. Ability to understand, discuss, and explain application and technical problems with non-technical customers.
10. Ability to interpret complex application processes and technical documentation.
11. Ability to diagnose high-level client computing and application technology malfunctions and perform complex repairs.
12. Ability to create, edit, and maintain technical/procedural documentation.
13. Ability to make technical presentations.
14. Ability to recognize and report hazards and apply safe work methods.
15. Possess physical and mental stamina commensurate with the responsibilities of the position.

Position Requirements

Education, Training, and Experience

High school graduation or other equivalent (i.e., General Education Development (GED), foreign equivalency, etc.); plus, one (1) year of work experience in an Information Technology (IT)/application support-related Help Desk or Service Desk environment; plus, two (2) years of work experience in an Information Technology (IT)-related technical support field; and, four (4) additional years of progressively detailed experience supporting client computing, software applications, and related technologies, providing operations and troubleshooting communications between desktop computers and related systems; or,

Associate's degree from an accredited college or university (or two (2) years of coursework from an accredited college or university) with a major area of study in

Information Technology (IT)-related areas, such as Management Information Systems (MIS), Computer Science (CS), Electrical Engineering, etc.; plus, one (1) year of work experience in an Information Technology (IT)-related technical support field; and, three (3) additional years of progressively detailed experience supporting client computing, software applications, and related technologies, providing operations and troubleshooting communications between desktop computers and related systems.

Licenses and Certifications

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

Preferred Qualifications

1. Industry certification in the area of Help Desk Institute (HDI) Support Center Analyst (HDI-SCA), HDI Support Center Team Lead, HDI Technical Support Professional (HDI-TSP), HDI Customer Service Representative (HDI-CSR), client computing technologies, such as Microsoft Certified Systems Engineer (MCSE), Computing Technology Industry Association (CompTIA) A+, Help Desk, Information Technology Infrastructure Library (ITIL), etc.
2. Experience leading large and/or complex client computing technologies projects and/or supervising teams performing related work.

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., GED, foreign equivalency, etc.).
3. College transcript(s) from an accredited college or university, if applicable.
4. Specific documented evidence of training and experience to satisfy qualifications.

Examples of Assigned Work Areas

Clark County School District Technology and Information Systems Services (TISS) Division and other District locations; air-conditioned and non-air-conditioned school equipment rooms; travel to and from schools and other District office settings.

Work Environment

Strength

Sedentary/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. 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 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 setting 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, office equipment, communicable diseases, chemicals and fumes (as related to specific assignment), and power/hand-operated equipment and machinery (as related to specific assignment). Fieldwork may involve access to alternating current (AC) and direct current (DC) electrical circuits, sharp edges, ladders, and cramped spaces.

Examples of Equipment/Supplies Used to Perform Tasks

District-issued/personal vehicles, various computers, printers, telephones, headsets, fax machines, drills, punch-down tools, digital multi-meters, laser communication devices, data system and communications test equipment, and hand/power tools used in the installation and repair of technology equipment.

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: 05/10/23
- Created: 07/20/21