

Work Management Help Desk Specialist

Position Details

Class Code: 7184

Job Family: Skilled Trades/Technicians

Classification: Support Professional

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

FLSA Status: NON-EXEMPT

Position Summary

Under general supervision, serves as primary point of contact for help desk, technical/procedural support, and problem resolution for the Clark County School District's Enterprise-Level Computerized Maintenance Management System (CMMS) users in schools/departments using server-based, web-based, or mobile applications-based personal computer (PC) programs and hardware; maintains security and confidentiality of records.

Essential Duties and Responsibilities

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

1. Performs security administration by resetting passwords and creating, modifying, and disabling user accounts for District CMMS users and application-specific issues.
2. Creates new user profiles and assigns appropriate security rights for both training and production environments.
3. Creates new security groups for users, as needed (i.e., schools, departments, and service groups.)

4. Performs audits to review security violations; monitors specific securities via Structured Query Language (SQL) + scripts.
5. Creates classifications and specifications for asset management.
6. Trains end users on the use of the CMMS via phone or remotely.
7. Manages and tracks all user movement, including terminations, relocations, and new personnel.
8. Assists department personnel with work order research/distribution, asset movement, and new asset input.
9. Creates and schedules memos in the CMMS for users.
10. Manages input error correction program, including labor, material, and work order reconciliations.
11. Generates reports for department personnel, District sites, Accounting, Police Services, and Risk Management, as needed.
12. Creates and monitors all retrofit project work orders for the Facilities Management Department and outside organizations, including local public utilities, etc.
13. Maintains logs of all support calls in the District's CA Service Desk Software.
14. Assists in developing technical/procedural training for CMMS users.
15. Analyzes and evaluates possible solutions to problems; advises users regarding problem resolution; directs users to take specific actions to define and resolve problems.
16. Performs problem analysis and resolution tracking.
17. Works with department functional staff to modify, test, and implement application changes required for system functionality.
18. Coordinates with various staff, administrators, consultants, and vendors to resolve user support issues for Facilities Services Unit centrally-managed applications.
19. Analyzes and evaluates support requests for recurring problems; makes recommendations, takes corrective action, or seeks assistance from systems programmers.
20. Serves as a professional learning administrator and asset management trainer for departments outside the Facilities Services Unit.
21. Conforms to safety standards, as prescribed.
22. Performs other tasks related to the position, as assigned.

Distinguishing Characteristics

Involves the responsibility of being a first-level of support; provides independent research, analysis, technical support, problem resolution, and security for CMMS users.

Knowledge, Skills, and Abilities (Position Expectations)

1. Knowledge of PC systems and web-based CMMS.
2. Knowledge of accepted data security practices for enterprise applications.
3. Knowledge of database structure/design and the relation of files.
4. Ability to conduct research and analyze/track problems to final solution.
5. Ability to troubleshoot computer and web browser 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/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 judge 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/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.

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 PC experience, including word processing, database/spreadsheet applications, creation of complex queries/reports, and end-user training/support.

3. Three (3) years' experience working with an Enterprise-Level CMMS (i.e., Maximo, Facilities Asset Management Information System (FAMIS), etc.) in user security, user training, work order creation, and asset management.

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 transcript or other equivalent (i.e., GED, foreign equivalency, etc.)
 3. Specific documented evidence of training and experience to satisfy qualifications.
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Examples of Assigned Work Areas

District Facilities Management Department; travel to and from schools and other District office settings.

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).

Examples of Equipment/Supplies Used to Perform Tasks

Various computers, printers, modems, scanners, copy machines, telephones, fax machines, 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: 06/08/23
- Created: 02/10/12