



Board of Education of the City of St. Louis
CAREER OPPORTUNITY

Position Title:	Help Desk Operator
Payroll/Personnel Type:	12 Month
Job #:	105
Reports to:	Help Desk Manager
Shift Length:	8 hours
Union Eligibility:	Not Eligible

Position Summary:

In this role, you will provide technical support and assistance to users experiencing issues with computer systems, software applications, hardware devices, and network connectivity. The role involves responding to help desk tickets, phone calls, and emails from users seeking assistance and resolving technical problems in a timely and efficient manner. The help desk operator will troubleshoot issues, diagnose problems, and escalate unresolved issues to appropriate IT personnel or support teams. Additionally, the role involves documenting support activities, maintaining knowledge base articles, and providing training and guidance to users on basic IT procedures.

Responsibilities:

- Provide technical assistance and support for incoming queries and issues related to computer systems, software, hardware, and networking.
- Respond to tickets, emails, and phone calls from users seeking help with IT problems and resolve issues promptly.
- Troubleshoot technical problems and escalate unresolved issues to appropriate IT personnel or support teams.
- Install, configure, and maintain computer systems, software applications, and peripheral devices.
- Document and track all support activities, including resolutions, in a ticketing system or help desk software.
- Educate users on basic IT procedures, such as password resets, software installations, and system updates.
- Collaborate with other IT staff to identify and implement solutions for recurring problems and improve overall system performance.
- Stay up to date with industry trends and advancements in technology to enhance technical knowledge and skills.

Qualifications:

- Bachelor's degree in information technology, computer science, or a related field (or equivalent work experience).
- Proven experience working at a help desk or technical support role, preferably in a corporate or enterprise environment.
- Strong understanding of computer systems, networks, operating systems, and software applications.
- Excellent communication skills, both verbal and written, with the ability to effectively communicate technical information to non-technical users.



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- Customer-focused mindset with a passion for providing high-quality customer service and support.
- Problem-solving skills with the ability to diagnose and resolve technical issues independently or as part of a team.
- Familiarity with help desk software, ticketing systems, remote desktop tools, Microsoft, and other IT support tools.
- Certifications such as CompTIA A+, and Microsoft Certified Desktop Support may be advantageous.

Knowledge, Skills, and Abilities:

- Technical proficiency in troubleshooting and resolving IT issues.
- Strong interpersonal and customer service skills.
- Analytical and problem-solving abilities.
- Time management and organizational skills.
- Adaptability and willingness to learn new technologies.
- Attention to detail and accuracy in documenting support activities.
- Collaboration and teamwork skills to work effectively with other IT staff and departments.
- Patience and empathy when dealing with users experiencing technical difficulties.

Physical Requirements:

- Must be able to exert up to 10 pounds of force occasionally, and/or a negligible amount of force constantly to lift, carry, push, and pull or otherwise move objects, including the human body.
- Must be physically able to operate a variety of equipment including computers, copiers, etc.

Working Conditions and Environment:

- Routine office environment with minimal physical risk.

Disclaimer:

The information contained in this job description is for compliance with the Americans with Disabilities Act (ADA) and is not an exhaustive list of the duties performed for this position. Additional duties are performed by the individuals currently holding this position and additional duties may be assigned.

Review/Approvals:

Employee

Date

Immediate Supervisor

Date

Human Resources

Date



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In connection with hiring for this position, the district shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, sexual orientation, age, disability, veteran status, or national origin