

SHASTA HEAD START CHILD DEVELOPMENT, INC

Information Technology Help Desk

Supervisor: Information Technology Specialist

Classification: Non-Exempt

Mission

Shasta Head Start, a non-profit agency, is dedicated to making a positive difference in the lives of young children, one family at a time. We provide opportunities for education, parenting support and resources to families in our communities.

Position Summary

Provides assistance with software and hardware that is used though out the agency, help maintain tech database, websites, setup workstations and work closely with other departments to fulfill technology needs.

Essential Duties and Responsibilities

- Design and implement training for new and existing staff on basic computer usage and for the enhancement of employee productivity throughout the agency.
- Ensure that technical training manuals are created and up-to-date on agency intranet for agency employee usage.
- Setup workstations and software for new and current Head Start employees.
- Troubleshoot hardware and software issues that arise throughout agency.
- Provide technical assistance and support both in person and via telephone in a courteous and respectful manner.
- Complete department purchase orders.
- Provide and maintain tech database and tech logs.

Maintain Professional and Ethical Standards

- Maintain confidentiality in accordance with Agency policy and legal requirements.
- Be honest, reliable and dependable.
- Respect and maintain rights and privacy of all staff, parents, and children.
- Attend mandated trainings and meetings, and seek out staff development opportunities.
- Work as a team member with all staff and maintain a positive work ethic.
- Act conscientiously in performing routine duties
- Adhere to NAEYC Code of Ethical Conduct.

Qualifications

Knowledge and Skills

- The ability to effectively communicate with staff that have varying levels of technology understanding.
- Ability to read, analyze, and interpret routine reports, documents and correspondence.
- Ability to perform basic math, and to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to problem solve, establish facts, and draw valid conclusions.
- Knowledge of common computer software and hardware programs.
- Must be proficient in MS Office products.
- Basic understanding of computer networking and virtual private networks (VPN).

Education

Minimum:

High School diploma

Training and Experience

Minimum

Two years related experience

Certificates, Licenses

Microsoft Certified Professional (MCP) credential and networking certifications desired.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle or feel objects, tools or controls; reach with hands and arms; and talk or hear. The employee is occasionally required to stand; walk; climb or balance; and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 20 pounds. The employee must be able to occasionally lift 20 pounds overhead and 40 pounds from waist to shoulder. The employee frequently lifts and/or moves up to 40 pounds, and occasionally lifts 50 pounds from floor to waist. The employee must be able to push/pull up to 100 pounds horizontally. The employee must be able to climb a 6ft ladder and have the ability to ascend/descend a flight of stairs. Specific vision abilities required by this job include close vision, distant vision, color vision, peripheral vision, depth perception, and ability to adjust to focus.

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ACKNOWLEDGEMENTS:

I HAVE REVIEWED AND DISCUSSED THIS JOB DESCRIPTION WITH THE HIRING SUPERVISOR.

Employee (Print)

Employee Signature

Date

Supervisors Signature

Date

Supervisors Title