



## IT HELP DESK & HOME SCHOOL SPECIALIST

### Purpose Statement

The job of the IT Help Desk & Home School Specialist was established for the purpose(s) of providing a variety of administrative and entry-level support. This position is responsible for first level support, establishing and maintaining department records, tracking department funds, grants and purchasing, compiling reports, ensuring compliance of department records with mandated requirements and monitoring assigned projects and/or program components. In addition, this position is responsible for all the correspondence, reporting, and tracking of home school information and students for the District.

This job reports to the Director of Informational Technology.

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### Essential Functions

- First level help support for all Microsoft Office 365 applications. This includes assisting with migration from on premise servers to the cloud as well as post-migration problem resolution. Assists users with questions and problems associated with their Office 365 account. Supports Network engineers with administrative tasks such as monitoring Office 365 licenses, subscriptions and user management.
- First level help support for the district-wide IT help desk system available to all employees including remote support for basic classroom and office technology hardware problems.
- Assists all District departments and schools in recommending, quoting, and purchasing of Informational Technology equipment and supplies.
- Researches and reviews developments in technology, investigates the leading technological innovations, and makes recommendations for software and hardware purchases.
- Attends department in-service meetings for the purpose of conveying and/or gathering information required to perform job functions.
- Compiles data for the purpose of preparing reports and/or processing requests. This includes payroll, human resources, budgeting, purchasing, accounts payable and general informational Technology support functions.
- Coordinates assigned projects and/or program components (e.g. arrangements for conferences, meetings, travel requirements, etc.) for the purpose of completing activities and/or delivering service in compliance with established guidelines.
- Prepares and maintains a variety of manual and electronic documents, files, and records (e.g. departmental databases, work orders, time sheets, expense reimbursement requests, SOP's, Disaster Recovery Plan updates, etc.) for the purpose of providing up-to-date information and/or historical reference in accordance with established administrative guidelines and legal requirements.
- Maintains inventory of supplies and materials (e.g. forms, office supplies, etc.) for the purpose of ensuring availability of items.
- Prepares a variety of correspondence, reports and other materials (e.g. work orders, requisitions, supply orders, etc.) for the purpose of documenting activities, providing written reference, and/or conveying information.
- Responds to a wide variety of program-specific and district-general inquiries from a variety of internal and external parties for the purpose of providing information, facilitating communication among parties and/or providing direction.
- Collects and files all notices of intent, immunization records and proof of education from responsible parent for any student that intends to independently home school.
- Responsible for the submission of the home school report and the acceptance and submission of Non-School records to the state by December 15<sup>th</sup> and May 15<sup>th</sup> each year.



# Williamson County Schools

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- Responsible for checking all home addresses and sending a copy of the Notice of Intent to the zoned school and parent if an email address for the home school student is on record.
- Sends a reminder to the parents of independent home school students by the end of the first week of May that the attendance calendar should be turned in by the end of the year.
- Responsible for filling out the SF-1010 for and printing a verification letter regarding the Notice of Intent for any independent home school student wanting to obtain a driving permit.
- Responsible for completing the Notice of Intent for independent home school students wishing to participate in athletics.
- Supports assigned department staff for the purpose of providing assistance with administrative functions.

## Other Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

## Job Requirements: Minimum Qualifications

### **Skills, Knowledge and Abilities**

**SKILLS** are required to perform multiple tasks with a potential need to upgrade skills in order to meet changing job conditions. Specific skill-based competencies required to satisfactorily perform the functions of the job include: operating standard office equipment including utilizing pertinent software applications; planning and managing projects; and preparing and maintaining accurate records.

**KNOWLEDGE** is required to perform basic math; read a variety of manuals, write documents following prescribed formats, and/or present information to others; and solve practical problems. Specific knowledge-based competencies required to satisfactorily perform the functions of the job include: business telephone etiquette; common office machines; concepts of grammar and punctuation; and office application software.

**ABILITY** is required to schedule activities, meetings, and/or events; gather and/or collate data; and use basic, job-related equipment. Flexibility is required to work with others in a variety of circumstances; work with data utilizing defined and similar processes; and operate equipment using defined methods. Ability is also required to work with a wide diversity of individuals; work with a variety of data; and utilize specific, job-related equipment. Problem solving is required to identify issues and create action plans. Problem solving with data may require independent interpretation; and problem solving with equipment is limited. Specific ability-based competencies required to satisfactorily perform the functions of the job include: communicating with diverse groups; maintaining confidentiality; meeting deadlines and schedules; setting priorities; working with detailed information/data; and displaying adaptability/flexibility.

### **Responsibility**

Responsibilities include: working under limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating others; and monitoring budget expenditures.

### **Working Environment**

The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling; some stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally, the job requires 70% sitting, 20% walking, and 10% standing.

**EXPERIENCE:** Job related experience is required.

**EDUCATION:** High School diploma or equivalent.

**EQUIVALENCY:** None Specified

**REQUIRED TESTING:**  
Pre-employment proficiency test

**CERTIFICATES & LICENSES:**  
None Specified

**FLSA STATUS:**  
Non Exempt

**CONTINUING EDUCATION / TRAINING:**

**CLEARANCES:**  
Criminal Justice Fingerprint/Background Clearance

**SALARY GRADE:**  
Classified

*Pursuant to the Williamson County Board of Education's policy of equal opportunity employment, Williamson County Schools does not discriminate on the basis of race, color, religion, age, sex, national origin, disability status, genetic information, pregnancy, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.*

