

**Hernando County School Board
Florida**

FLSA: Non-Exempt, Non-Union

HELP DESK/TRAINER

Required Qualifications:

- A.A. or A.S. Degree in a computer-related field and one (1) year of experience in a related field or
- High school diploma and three (3) years of experience in a related field
- Training or experience in technical support

Desired Qualifications:

- Experience with an IBM AS/400 or the current mainframe hardware in use by the district
- Experience with the TERMS software package(s) or the current mainframe software package(s) in use by the district
- Experience with Microsoft Office products

Performance Responsibilities:

- Provide telephone support to users via the district's help desk on all of the mainframe applications and selected personal computer (PC) applications
- Create service requests for Technology and Information Services staff as required for help desk activity
- Maintain mainframe security and email security
- Update and maintain the service request database as required
- Enhance data quality by identifying and troubleshooting data errors
- Provide backup support of the main Technology and Information Services Department (TIS) telephone line
- Conduct training classes for personnel on the use of microcomputers, word processing and other software (both mainframe and PC) as applicable to the district
- Conduct individual training at locations throughout the district for both new and existing personnel
- Assist the Support/FTE Specialist in FTE processes and survey processing by training Data Entry Operators
- Prepare documentation manuals on all systems
- Provide for the security and confidentiality of the data maintained by TIS
- Identify training needs within the district and to design and offer such training
- Coordinate the scheduling of the TIS lab
- Operate the district switchboard as required
- Back up mainframe operator when needed
- Perform other duties as assigned by the Supervisor of Technology and/or designee

Physical Demands:

Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force regularly or as needed to move objects

Reports to:

Reports directly to the Supervisor of Technology and/or designee

Evaluation:

Annual evaluation done by the Supervisor of Technology and/or designee

Terms of Employment:

12-month employment

Salary:

Salary based upon approved salary schedule - Professional/Technical/Supervisory Category B

Job Code:

77521

Board Approved: 07/18/00

Revised: 01/20/09, 03/03/09, 05/17/11, 06/10/14