

## POSITION DESCRIPTION

**Job Title:** Help Desk Dispatcher  
**Reports to:** Information Technology Director  
**Department:** Information Technology  
**FLSA Status:** Non-exempt  
**Posting Date:**

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### **Job Summary:**

Undertake administrative functions and serve as a clearinghouse for information and requests for service and issues related to computer desktop and network troubleshooting, information systems support, technical solutions services, telecommunications support, audiovisuals support, IT training and records management requests.

### **Essential Functions:**

Collect information by listening and asking questions of customers in order to determine types of calls, assign priority levels and dispatch criteria.

Provide clear information to IT personnel regarding types of calls and to end users regarding status of requests.

Ensure efficient coordination, prioritization, and scheduling of Outsource Technician activities to ensure that the Service Level Agreement is being adhered to.

Provide Help Desk administrative functions to establish and maintain positive customer relations by:

- ensuring that tickets are efficiently dispatched and routed
- tickets are monitored for quality control
- Service level performance reports are generated and distributed to IT managers on a timely basis

Undertake administrative tasks related to, but not limited to, the following processes:

- check printing
- timekeeping
- procurement
- receiving
- inventory control
- master calendar maintenance
- tracking of maintenance contracts
- ER related paper work for IT Department employees

Undertake responsibilities to coordinate and maintain the IT Department records retention and disposal processes as identified by the Records Manager.

### **Non-Essential Functions:**

Perform other duties as assigned.

**Minimum Job Requirements:**

Education: High school diploma or equivalent and some technical training.

Experience: One (1) year of relevant work experience in an IT Department.

Specific Skills: Knowledge and use of District standard software, understanding of IT terminology, and good communication skills.

Specialized Knowledge/License:  
Microsoft Office.

**Supervisory Responsibilities:**

None.

**Working Conditions:**

General office environment.

**Physical Demands:**

Sitting, standing and walking, required of a normal office position.

**Interfaces:**

Internal: Interfaces with District personnel throughout the organization

External: Interfaces with Outsource personnel

**Success Factors:**

Socially confident in dealing with people

Detail oriented

Organized

**The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job. At the employee's request, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.**

**To be considered for this position, all diplomas, licenses and other credentials must be on file before bidding closes.**