

## **IT PART-TIME JOB DESCRIPTION**

Elkhart Lake-Glenbeulah School District, a K-12 public school district in Sheboygan County, is looking for a part-time IT Help Desk Technician. The IT Help Desk Technician is responsible for handing first level support of technical service requests from staff and faculty. Hours are Monday through Friday, 7:00 a.m. – 12:30 p.m., student calendar year. Additional hours and duties may be assigned as needed.

IT Help Desk Technician Primary Responsibilities:

1. Provide local technical support to administrative employees and classrooms
2. Deploy computers/Chromebooks and peripherals (computers, monitors, printers, etc.)
3. Install software packages on PC's and or Chromebooks
4. Upgrade hardware on PC's and or Chromebooks
5. Troubleshoot software applications
6. Troubleshoot PC's, Chromebooks, printers, scanners, projectors and peripheral devices
7. Set up new user ID/password logins, and reset passwords when necessary
8. Install software upgrades
9. Troubleshoot third party software and applications
10. Escalate service requests that require help from company's IT providers