

**WINNER SCHOOL DISTRICT 59-2  
OFFICIAL SCHOOL BOARD POLICY**



**Title: High School Help Desk Manager**

**QUALIFICATIONS:**

- a. B.A. Degree in Education or Computers
- b. Understanding of Technology Troubleshooting\Repair Techniques

**REPORTS TO:**

High School Principal\Technology Coordinator

**SUPERVISES:**

Technological equipment used at the high school for 1:1 computer initiative

**JOB GOAL:**

To use appropriate troubleshooting, repair and educational skills to promote technical aspects in the education of students and staff.

**PERFORMANCE RESPONSIBILITIES:**

1. Performs basic troubleshooting and repair work on network and technological equipment.
2. Performs software and hardware installation and replacement on appropriate equipment as needed.
3. Maintains appropriate contact information for parties responsible for warranty or repairs needed on appropriate equipment under his/her jurisdiction.
4. Assists administration in ensuring that district policies relating to technology are adhered to and enforced appropriately.
5. Assists in the development and monitoring of technology in the instructional process.
6. Assists administration in the development, revision, and evaluation of the curriculum as related to technology.
7. Strives to maintain and improve professional competence.
8. Attends staff meetings and serves on committees as requested.
9. Assists in the in-service orientation and training of teachers and all district staff.
10. Assists in providing and maintaining adequate inventories of property under his/her jurisdiction and assists in the security and accountability of that property.
11. Responds in a timely manner to written and oral requests for information.
12. Strives to assist staff members to implement technology into the instruction to meet the district's educational and instructional goals and objectives.
13. Assists staff in using technology in the learning process toward the achievement of curriculum goals.
14. Assists in monitoring the use of technology in the school as well as monitoring adherence to policies governing student and staff conduct.