

# HOWE INDEPENDENT SCHOOL DISTRICT EMPLOYMENT ANNOUNCEMENT

**Job Title:** Help Desk Technician **Work Year:** 226 days  
**Reports To:** District Technology Director **Salary Range:** per HISD pay scale  
**Department | School:** Information Technology | Administration

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## Primary Purpose:

- Resolve problems relating to technology related services, including computers, iPads, projectors, phones, etc.
- Perform administrative duties integral to the operation of the technology department
- Compile, maintain, and file reports, records, and other documents as required

## Qualifications:

- High school diploma
- Knowledge of general helpdesk functions

## Special Knowledge | Skills:

- Proficient keyboarding and file maintenance skills
- Strong communication, interpersonal, and organizational skills
- Knowledge of software used to develop spreadsheets, databases, and do word processing
- Ability to detect and resolve technical or technology-related problems
- Broad knowledge of computer hardware and software as well as Windows and iOS experience

## Major Responsibilities and Duties:

### Technical Support

- Work with district technology staff to ensure students, teachers, and administrators have the support and equipment needed to implement technology-based instruction.
- Process helpdesk tickets and assign priority and staff to tickets as needed to resolve end-user issues in a timely manner.
- Analyze and identify trends in issue reporting and devise preventative solutions.

### Records and Correspondence

- Assist technology department in preparing correspondence, forms, requisitions, and reports for the technology department.
- Serve as liaison to software and hardware vendors to maintain appropriate product support.

### Other

- Perform other duties as assigned by the District Technology Director
- Assist with the deployment and collection of devices
- Comply with policies established by federal and state law, State Board of Education rule, and local board policy

## Application Procedure:

Applicants: Apply online at [HoweISD.net](http://HoweISD.net), [TeacherJobNet.org](http://TeacherJobNet.org) or email resume and letter of interest to [gandillon.joe@howeisd.net](mailto:gandillon.joe@howeisd.net)

**Application Deadline:** Until filled

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