



T U L S A

PUBLIC SCHOOLS

Job Title: Help Desk Technician, Child Nutrition

Department: Child Nutrition
Reports To: WinSNAP/WebSMARTT Manager
Grade: MT-06
Number of Days: 12 Months
Security Access: None
Current Date: June 21, 2013
Overtime Status: Non-Exempt

Job Objectives: Assist WebSMARTT manager with tech support for cafeterias. Maintain asset information for cafeteria equipment. Maintain, order and distribute office supplies as needed. Maintain/Update site manager manual.

Minimum Qualifications:

- High School Diploma or equivalent.
- Must have pleasant personality, good communication and analytical skills.
- An interest in providing customer friendly telephone support.
- Must be highly motivated and have a positive attitude.
- Ability to plan, coordinate and complete assignments without direct supervision.

Responsibilities and Essential Functions: The following duties are representative of performance expectations. A reasonable accommodation may be made to enable a qualified individual with a disability to perform essential functions.

- Provides technology support for cafeterias, troubleshoots software, point of sale and hardware problems.
- Places ISS work orders as needed.
- Assist WebSMARTT project manager with various software loads, updates and data entry.
- Assist with end of year and start of year software processes.
- Maintains asset transfer and surplus information for cafeteria equipment.
- Order, maintain and distribute supplies & consumables for office & cafeteria equipment.
- Update and maintain yearly electronic manual used by cafeteria sites.
- Assists in other areas such as family applications, food ordering processes and menu writing.
- Other duties as requested.

Skills and Abilities Required: The following characteristics and physical skills are important for the successful performance of assigned duties.

- Must have basic knowledge of computer hardware & operating systems.
- Strong knowledge of Windows and computer network applications.

- Working knowledge of WinSNAP/WebSMARTT, Nutrikids, Asset management, Ross Bakery, PaySchools & Munis system software is a plus.

Supervisory Responsibility: Does not directly supervise any individuals.

Working Conditions: Exposure to the following situations may range from remote to frequent based on circumstances and factors that may not be predictable.

- Office, occasional work in kitchen may be required.
- Long sitting, long standing and lifting computers (40lbs.)
- May have to crawl in/under spaces to locate and connect or disconnect computer equipment.

Tulsa Public Schools is an equal opportunity employer offering employment without regard to race, color, religion, gender, national origin, age, sexual orientation, or disability. This job description summary does not imply that these are the only duties to be performed. This job description is subject to change in response to funding variables, emerging technologies, improved operating procedures, productivity factors, and unforeseen events.