



Job Title: Desktop Integration Specialist

Exemption Status: Nonexempt

Reports to: Coordinator of Technology

Date Revised: October 2024

Dept./School: Technology Services

Pay Grade: 203

Primary Purpose:

Provide highly responsive support for district staff with educational and administrative applications, including the desktop operating system and productivity tools, to support instruction and enhance employee productivity.

Qualifications:

Education/Certification:

- High School diploma or equivalent with five (5) years of experience **OR**
- Bachelor's degree in information technology with three (3) years of experience
- Advanced Microsoft SCCM Training or Certifications
- Valid Texas driver's license
- Technical Support Certification, i.e., Microsoft 365 Certified: Modern Desktop Administrator Associate, A+, or other relevant certifications preferred

Experience:

- Minimum of five (5) years in performing technical support and customer service with a High School diploma or equivalent **OR**
- Minimum of three (3) years in performing technical support and customer service with a bachelor's degree
- Some experience supporting Windows OS, Microsoft Windows Applications, Chrome OS, Apple macOS, and Apple iOS

Special Knowledge/Skills:

- A strong working knowledge of supporting computer systems, hardware, and software in a K-12 setting
- Problem-solving ability to troubleshoot and resolve software issues remotely
- Excellent written and oral communication and interpersonal skills
- Hands-on experience supporting computers and peripherals on a network
- Hands-on experience supporting wireless devices on a network
- Ability to handle the high-volume, fast-paced workload
- Ability to maintain accurate paperwork and records
- Working knowledge of a ticketing system, i.e., ServiceNow
- Willingness to learn new skills and take on added responsibilities
- Good judgment in assessing the nature of problems, prioritizing the needs of users, identifying resources for solutions, and escalating critical issues to the appropriate personnel

Major Responsibilities and Duties:

1. Extensive knowledge of Windows operating system patching, enterprise-class desktop hardware, and software such as Windows 11, Mobile Device OS, and antivirus software
2. Remote management and troubleshooting, Asset management, and inventory.
3. Ability to troubleshoot at a high level and provide remediation and resolution promptly.
4. Automating processes through scripting using VBScript and or PowerShell.
5. Provide end-user application support for Garland ISD staff.



6. Prepare and maintain technical support documentation for staff.
7. Review and revise Tech Knowledge Base support documentation.
8. Works well in a team environment; supportive, collaborative, cooperative, and service-oriented
9. Self-starter with personal initiative, ability to follow directions, and good organizational skills.
10. Informs Technology Coordinators of ongoing technical issues.

Policy, Reports, and Law

11. Ensure compliance with local, state, and federal software additions and revisions policies and procedures.
12. Compile, maintain, and retain all physical and computerized reports, records, and other required documents.

Other

13. Attend professional growth activities to improve job knowledge and performance.
14. Follow district safety protocols and emergency procedures.
15. Performs all other duties as assigned.

Supervisory Responsibilities:

None

Mental Demands/Physical Demands/Environmental Factors

Tools/Equipment Used: Standard office equipment, including a personal computer and peripherals.

Posture: Prolonged sitting; occasional bending/stooping, pushing/pulling, and twisting

Motion: Repetitive hand motions, frequent keyboarding, and use of a mouse; occasional reaching

Lifting: Occasional light lifting and carrying (less than 15 pounds)

Environment: Work irregular hours; occasional prolonged hours

Mental Demands: Work with frequent interruptions; maintain emotional control under stress; maintain confidentiality

This document describes the general purpose and responsibilities assigned to this job. It is not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Reviewed by _____ Date _____

Received by _____ Date _____