Davis Joint Unified School District   **Position Description**

COVID Testing Helpdesk/Support	$ 25.69 per hour

Summary

This job is under the supervision of the assigned Site Supervisor, and in coordination with the Healthy Davis Together Team. COVID Testing Helpdesk/Support position performs helpdesk/support related tasks. Incumbents will consult on general system features such as use of standard commands, editing features, and utilities; assist users with general helpdesk/support tasks. Incumbents may assist users in setting up equipment such as terminals, computers, equipment and printers; and troubleshoot network hardware and software.

Essential Duties and Responsibilities

- Act as frontline support in assisting kiosk staff with cancellation of laboratory accessions and orders
- Use the electronic health record system to update client records, as needed
- Setup of ChromeBooks and barcode scanners, including verifying operation and making sure all items are connected to power and WiFi as necessary
- Troubleshooting barcode wireless connections (bluetooth or 2.4GHz dongle)
- Helping staff use the ChromeBooks and log into the PNC web application
- Tear-down at the end of the day (possibly not needed depending on staffing)
- Must be able to communicate effectively and follow oral and written directions. Requires the ability to communicate with peers and other District staff or public in a manner reflecting positively on the department and District
- Perform other duties as assigned

<u>**Qualifications**</u>

Knowledge and Skills

- Incumbents are expected to possess the skills, knowledge, and abilities essential to the successful performance of the duties assigned to the positions
- Ability to maintain privacy standards for P4 Health Information environment

- Knowledge of using laptops or Chromebooks with the Chrome web browser
  - Logging in and out
  - Rebooting
  - Charging
- Familiarity with USB devices
  - Plugging in and troubleshooting cable issues
  - Charging devices (barcode scanners)
- Good problem-solving, analytical, and team-working skills
- Good communication and interpersonal skills
- Ability to diagnose and resolve basic technical issues
- Customer-oriented and cool-tempered

Abilities

- Excellent troubleshooting and communication skills
- Tech savvy with a working knowledge of office automation products, databases and the web
- A strong working knowledge of computer systems, hardware, and software
- Experience working in a lab and/or clinical environment

Physical Abilities

- Ability to recognize and respond to emergency situations
- Ability to lift 25 pounds and sit or stand for extended periods of time
- Position may, at times, require employee to work with or be in areas where potentially infectious materials and/or hazardous materials are present
- Ability to lift 25 pounds and sit or stand for extended periods of time

Education and Experience

- Position requires successful completion of all biohazard and safety training as assigned.
- Position requires signing a statement of understanding of the Dependent Adult/Elder Abuse Reporting Requirement and UC Davis' Child Abuse-Employee Notification Requirement

Licences and Certificates

- Valid CA Driver's License. Position may be required to operate a university vehicle/golf cart as needed to transport materials