

## **INFORMATION TECHNOLOGY HELP DESK TECHNICIAN**

### **DEFINITION**

Under the general supervision of the Chief Technology Officer, services as the initial and primary point of contact for users who need assistance with their desktop computer, related peripherals and software. Troubleshoot and resolve the most common technical problems either on the telephone, remote access to workstation or at the user's location. Escalates to secondary –level support if a problem requires a more advanced knowledge of a particular area (e.g. network management, database analysis, etc.) to support technician, or specialist. Tracks, responds, resolves, and coordinates support incidents; provides interpretation of Information Technology Services policies and procedures; performs other related duties as assigned.

### **ESSENTIAL DUTIES**

- Efficiently and effectively analyzes and prioritizes technical problems.
- Serves as the initial and primary contact for district users requesting technical assistance for PC's, printer, and other peripherals and other applications
- Trouble shoots and resolves problems with district standard management software, productivity software, such as, but not limited to the latest Microsoft Office and Operating System, Outlook, Word, Excel, Power Point.
- Obtain accurate and complete information from users, in person, by emails and by telephones, to identify their needs and problems and develop responses and solutions
- Log and categorize help desk incidents accurately and escalate incidents both under supervision and as required. Keep users updated on the status of their incident.
- Manage the Help desk database to ensure that all incidents for assistance are recorded, acknowledged for action, completed, and/or referred for resolution.
- Performs basic network administration functions, such as adding/deleting users/passwords, applying security restrictions to user accounts, and assigning trustee directory assignments
- Performs user administration and basic troubleshooting of District's standard email application
- Ensures that customers receive friendly, courteous and efficient service
- Acts as a liaison between District application users and Information Technology Staff
- Assists in implementation, maintenance and operations of District applications and support systems
- Coordinates and/or assists in the distribution of new computer(s) or printers
- Assists in mandated federal, and state reporting process; creates, extracts, and process data requirements for state and federal reporting
- Assists in complex data information systems projects and assists with state reporting;
- Provides support and assistance with day to day operations of application related support services, auto dialer system, web portals, and information and business systems as assigned;
- Attends meetings, training seminars and professional meetings, monitors and reviews new software and hardware products and tools.
- May assist with the installation of microcomputer equipment, printers, and scanners on District's network.
- Orders parts and supplies for printers and computers.
- May assist with minor repairs of microcomputers
- May assist technicians in returning equipment and ensures that repaired equipment is reinstalled in a timely manner.
- May interface with vendor service support in troubleshooting procedures.

Original Job Description: 7/2004

Revised: 2/2012

- Performs other related duties as assigned; prepares various reports related to the help desk application , as required

## **QUALIFICATIONS**

**Knowledge of:** Help desk functions and software, policies and procedures; Standard software packages, including word processing, spreadsheet, presentation, and database programs; Microsoft Office Word, Excel, Access, and PowerPoint; System information extraction; Principles, characteristics, and practices of computer platform and operating systems used by the district; Research techniques, methods, and procedures; PC hardware, printers, operating systems and characteristics; technology related to electronic submission of data to CDE, CALPADS and other organizations; methods and procedures for creating and maintaining inventory records of hardware and software. Methods and techniques for resolving hardware and software problems and device errors and failures; Basic office methods and practices, including filing and record-keeping; Principles of effective communication, vocabulary, grammar, spelling, and punctuation;

**Ability to:** use applications software, personal computer operating systems, and network services; obtain accurate and complete information from users, in person, by email and by telephone, to identify their needs and problems as it relates to technology and develop responses and solutions. Establish and maintain highly effective customer-focused working relationships with users, other District and site staff, vendors, and others encountered in the course of work; operate computer and peripheral equipment. Follow and apply detailed written and oral work instructions. Exercise sound independent judgment and initiative within established guidelines. Enhance work in a rapidly changing environment and learn new procedures and systems quickly; diagnose, isolate and resolve technical problems, or refer such problems to technicians or supervisors; carry out oral and written directions.

## **PHYSICAL DEMANDS**

The physical requirements indicated below are examples of the physical aspects that persons within this position classification must perform in carrying out essential job functions.

- Will occasionally exert 25 to 40 pounds of force to lift, carry, push, pull or otherwise move objects
- Will stand, sit, walk, kneel, crouch, bend at the waist, reach above shoulder level and occasionally ascend and descend ladders and stairs.
- Must possess the ability to hear and perceive the nature of sound, must possess visual acuity and depth perception
- Must be capable of providing oral information, both in person and over the telephone
- Must possess the manual dexterity to operate a computer keyboard and other business-related equipment and to handle and work with various objects, materials and hand tools

Reasonable accommodation may be made to enable a person with a disability to perform the essential functions of the job.

## **EXPERIENCE AND EDUCATION**

**Experience:** Two or more years extensive experience providing technical support to clientele with problems related to computers, software, and hardware in a network environment (preferably supporting remote computer users); working with databases supporting specific purpose applications and support services, and acting as a resource for problem identification and resolution concerning data issues.

### **Education:**

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Verification of a High School diploma, a GED certificate or a higher degree; completion of specialized computer support course; and 2 years of increasingly responsible experience in performing technical IT hardware, software, and network support.

**License Requirement:**

Possession of a valid California Motor Vehicle Operator's License

**Condition of Employment:**

Insurability by the District's liability insurance carrier.