



Job Description

JOB TITLE: HELP DESK SUPPORT TECHNICIAN

PAY GRADE: CL 22

LAST REVISED: JANUARY 2012

*Job Descriptions/Class Specifications are intended to present a descriptive list of the range of duties performed by employees in the job and are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under general direction of a manager, serves as the primary contact for computer services and information technology support by functioning as liaison between users and District computing organizational units; receives, diagnoses and provides immediate solutions for hardware, software, telephone and voice processing system and network related problems; supports and maintains up-to-date call directory, processing, and messaging systems; provides support for systems monitoring and/or telecommunication functions; performs a variety of tasks relative to assigned area of responsibility.

REPRESENTATIVE DUTIES - *The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Assists District computer users to promptly diagnose and correct microcomputer and/or District ERP computer/network problems; provides assistance in the use of operating system software packages/applications and Internet browsers; consults with appropriate IIT staff to determine and resolve user problems; refers users to appropriate staff member and/or organizational unit for assistance as needed; reports technical, software, maintenance, and security problems to appropriate District staff; generates work orders.
2. Distributes new software packages/applications to users; assists users to set up new software packages/applications; utilizes specialized "Help Desk" software packages/applications.
3. Monitors "Electronic Mail Procedures manual" for policy and procedural updates; maintains log of telephone and electronic mail inquiries; assists staff to activate and operate network and electronic mail accounts.
4. Documents help desk and repair request calls, using work order format; records questions and maintains a technical database of common problems and solutions of District users; provides limited disk recovery assistance as requested; assists users to determine optimum strategies for utilizing available technical resources.
5. Documents computing services available throughout the District; provides assistance/training/information to enable users to act on solutions to problems; directs users to handouts or other resources; provides input into "Help Desk" supplies and equipment, as necessary.
6. Processes incoming and outgoing telephone calls, interpreting and responding to console monitor commands and keyboard displays; responds to calls routed to the Communication Center console from multiple remote switches at District sites.
7. Assists faculty, staff, and students by providing IIT related policies, procedures, instructions, and other information as requested; compiles and maintains current IIT information on District-wide sites; write user manuals, instructions, flyers, FAQs, and brochures for students, faculty, staff
8. Performs telephone system help desk functions; receives calls and troubleshoots system, equipment and features, mail, and other problems with subscribers, referring complex problems to other District

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staff or outside vendors; performs minor additions or changes to the telephone system.

9. May monitor multiple systems such as ERP systems, Data Center environments, and email/messaging systems to ensure system, database and program availability, connectivity, and status; takes corrective action and notifies appropriate IIT staff of unresolved problems
10. May back up system and database files, and routinely test files and drives on the host computer and personal computers; transfer directory and file information to and from tapes and assures proper documentation and storage; copies and restores files among peripheral equipment.
11. Generates, analyzes, or interprets a variety of special IIT reports on various system usage, inter-node and subscriber activity, and system security for dissemination as appropriate
12. May reports telephone and telephone mail system failures, alarms, or other problems to staff or vendors assigned to perform telephone system installation and maintenance; consult with staff or vendors on telephone extensions, locations, routing, and class of service.
13. Trains faculty and staff on basic telephone system features and procedures, telephone mail usage, and customer service.
14. Monitors inventory of hardware and software used across the District; provides an on-demand inventory of District hardware and software as required.
15. Trains and provides work direction to assigned student workers and temporary help, as assigned.
16. Performs related duties as required.

QUALIFICATIONS - *The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

Knowledge of:

Principles, theories, methods, and techniques of computers and network equipment.

Computer networking and network operating systems across various platforms.

Network communication protocols.

Electronic mail and specialized help desk software packages and their applications.

Operating characteristics of computerized branch exchange (CBX) and private branch exchange (PBX) systems, including telephone mail and call processing procedures, practices, and techniques.

Methods and techniques of computer/network troubleshooting.

Operational characteristics of computerized management systems.

Principles and practices of customer service.

Data communications concepts.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Principles and procedures of record keeping and filing.

Ability to:

Coordinate and organize daily workflow

Perform recurring and time-dependent tasks

Identify operational hardware/software problems.

Troubleshoot, diagnose and repair system and applications malfunctions and maintain system operation.

Operate and troubleshoot CBX and PBX systems, including those with telephone mail and call processing and/or peripheral computer equipment

Provide efficient and effective user service.

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Quickly respond to multiple and frequent requests and inquiries from users.
Remain calm and handle stressful situations.
Communicate technical information to non-technical users.
Receive and report on basic to complex software and hardware malfunctions.
Read and interpret manuals and other technical documentation.
Determine appropriate action within clearly defined guidelines.
Operate office equipment including computers and supporting word processing, spreadsheet, and database applications, including district's Enterprise Resource Planning Systems.
Understand and follow oral and written instructions.
Maintain current knowledge of various systems applications and operations.
Plan and organize work to meet changing priorities and deadlines.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Equivalent to the completion of the twelfth grade supplemented by college level course work in computer science.

Experience:

Two years of computer-related experience with a wide range of computer software including customer service experience operating a high volume, software-driven, centralized telephone exchange.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT - *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

Environment: Work is performed primarily in a standard office setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally walk, stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

Hearing: Hear in the normal audio range with or without correction.

Developed in Consultation With

