HELP DESK SUPPORT TECHNICIAN

DEFINITION

Under general supervision, provides first-level contact and primary issue resolution for users with hardware, software, and applications issues; monitors enterprise systems for device failures, error messages and other network malfunctions; responsible for issue determination, problem/incident recording, problem resolution, and problem escalation as needed; provides direct operational services and assistance to all user departments; performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Director, Academic Technology and Infrastructure. Exercises no supervision of staff.

CLASS CHARACTERISTICS

People in this position are responsible for providing technical customer service and troubleshooting to resolve primary hardware and software problems. This position is the initial point of contact for users who communicate their issues by phone, internet, or occasionally in person. This position is also responsible for investigating system problems and initiating correct recovery procedures. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. The work involves frequent contact with others and coordination of multiple concurrent activities. In the event that the issue rises above the level of troubleshooting and support provided by this position, record of the incident is passed on to more experienced or technical staff in the information technology support series. This classification is distinguished from the Information Technology Support Technician in that the latter spends a greater percentage of time in the field and is responsible for resolving complex issues that can not be settled with the level 1 contact.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

- Evaluates, responds to, and resolves first-level requests for computer assistance from users, including students, experiencing primary problems with hardware, software, networking, and other computer related technologies.
- Obtains and records concise user issue information; provides accurate and timely logging of issues and resolution of issues in the documentation database.
- Escalates issues as appropriate following District procedures.
- Monitors scheduled processes and system alerts on enterprise systems; identify and analyze computer or processing problems and resolve or escalate according to procedures and documentation.
- Verifies and monitors support equipment for the Data Center; contacts appropriate personnel if problems exist.
- Prepares tapes and inputs volume numbers on the offsite tape storage system for daily pickup; maintains backup files and tape libraries according to daily production schedules and

departmental standards and procedures; cleans system resources, including all hardware and the tape library.
- Diagnoses problems, performs troubleshooting and remedial actions to correct problems, and/or recommends and determines solutions.
- Researches, resolves, and follows up on user problems; refers more complex problems to specialized or higher-level personnel.
- Delivers, installs, or assists personnel in the installation of personal computers, software, and peripheral components such as monitors, keyboards, printers, disk drivers, switches, hubs, and cabling.
- Tests, clones, loads, and configures specified software packages such as network operating systems, word processing, or spreadsheet programs onto computer; may modify specific applications for use by division; deploys software, settings, scripts, and batch files to workstations remotely.
- Instructs users in software applications usage and basic computer navigation; advises users on best security practices.
- Creates baseline software sets, adhering to campus standards, for various makes and models of computers.
- Installs, maintains, and repairs printers, copiers, and scanners, addressing both hardware and software issues.
- Assists in relocating departments or divisions throughout campus, including the breakdown and reassembly of offices.
- Assists in coordinating activities with help desk, network services, or other information technology staff.
- Assists less experienced and new staff as required.
- Participates in group problem solving activities to promote continual business process improvements and initiatives.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Applicable District and departmental codes, policies, and procedures.
- Basic principles and practices used in the operations, maintenance, and administration of network operating systems, data processing, enterprise computer systems, personal computer system hardware, and related software systems.
- Basic techniques and methods of computer hardware and software evaluation, implementation, and documentation.
- Personal computer and network system application software packages.
- Personal computers and peripherals, as well as, network hardware, including hubs, switches, and cabling.
- Troubleshooting, configuration, and installation techniques.
- Computer hardware, software, network technology, and operating system products.
- Occupational hazards and standard safety procedures.
- Business letter writing and record keeping principles and procedures.
- Methods, techniques, and practices of data collection and report writing.
- Methods in error handling and recovery
- Resolution of data processing issues
- Tape library and backup file management

- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, various socio-economic and ethnic groups.

Ability to:

- Perform a variety of functions in the operation of a variety of computer equipment and peripheral components; troubleshoot related problems and take appropriate action.
- Use critical thinking skills to understand and interpret system alerts and error messages.
- Identify and implement effective course of action to complete assigned tasks.
- Identify and resolve hardware and software problems and perform minor repairs.
- Set up PC and network hardware and install and configure software.
- Train staff on software applications and hardware usage.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Respond to and effectively prioritize a high volume of phone calls and other requests for service.
- Organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to an Associate's degree from an accredited college or university in computer science or related field and two (2) years of responsible experience performing first-level technical support on personal computers and peripheral equipment, including software administration in a multi-user environment.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer and telephone; to operate a motor vehicle and to visit various District sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees occasionally lift, carry, push, and pull materials and objects up to 20 pounds.

<u>ENVIRONMENTAL ELEMENTS</u>

Employees work in an office environment with moderate levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Due to the nature of work, employees may come into contact with fumes, dust, and/or odors. Employees may interact with upset staff and/or students in interpreting and enforcing departmental policies and procedures.