COORDINATOR, HELP DESK

DEFINITION

Under general supervision, serves as coordinator for the help desk function by triaging user issues and routing to the appropriate technical staff, recording and tracking requests for assistance, and conducting troubleshooting to resolve primary hardware and software problems.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Director, Academic Technology and Infrastructure. Exercises technical and functional direction over and provides training to lower-level staff.

CLASS CHARACTERISTICS

This is the advanced journey-level in the help desk support class series responsible for coordinating help desk activities to ensure that user issues are addressed in an efficient and effective manner. This position provides technical customer service and troubleshooting to resolve primary hardware and software problems. The work involves frequent contact with others and the coordination, scheduling, and assignment of multiple concurrent activities. Employees at this level are required to be fully trained in all procedures related to the assigned area(s) of responsibility, working with a high degree of independent judgment, tact, and initiative. This classification is distinguished from the Information Technology Support Technician in that the latter spends a significant amount of time in the field performing technical support duties and does not have responsibility for coordination of the help desk.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

➢ Oversees the day-to-day operations of the help desk; functions as a liaison between the help desk and customers; coordinates the rotation schedule of staff to meet call volume.
➢ Identifies, researches, and resolves complex technical issues.
➢ Monitors pending issues in the queue to ensure timely resolution.
➢ Evaluates, responds to, and resolves first-level support 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.
➢ Develops, implements, and monitors effective escalation procedures.
➢ Ensures that help desk objectives are clearly defined and communicated to staff; develops processes and procedures to increase the effectiveness of the help desk in meeting customer expectations; reviews service levels periodically to ensure objectives are being met.
➢ Diagnoses problems, performs troubleshooting, and establishes 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.
➢ Trains lower-level and new staff as required.
➢ Participates in group problem solving activities to promote continual business process improvements and initiatives.
➢ Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
➢ Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices used in the operations, maintenance, and administration of network operating systems, personal computer system hardware, and related software systems.
- 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.
- Basic principles and practices of providing technical and functional direction and training to assigned staff.
- Applicable Federal, State, and local laws, rules, and regulations, and District and departmental codes, policies, and procedures.
- Business letter writing and record keeping principles and procedures.
- Methods, techniques, and practices of data collection and report writing.
- 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, disabilities, socio-economic and ethnic groups.

Skills & Abilities 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.
- 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.
- Plan, schedule, assign, and oversee activities of assigned IT support personnel at the help desk.
- Identify and implement effective course of action to complete assigned work.
- Prepare clear and concise reports, correspondence, and other written materials.
- Interpret, apply, explain, and ensure compliance with District policies and procedures, complex laws, codes, regulations, and ordinances.
- 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.
- Diagnose problems, perform remedial actions to correct problems, and/or recommend and determine solutions.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; 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.
- Understand scope of authority in making independent decisions.
- Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.

➢ 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 a regionally accredited college in computer science or related field and four (4) years of responsible experience performing technical support on personal computers and peripheral equipment, including software administration in a multi-user environment.

Licenses and Certifications:

➢ The incumbent may periodically be required to travel to a variety of locations. If operating a vehicle, employees must have the ability to secure and maintain a valid California driver's license.

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. Incumbents in this classification frequently bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with staff and/or students in interpreting and enforcing departmental policies and procedures.