Position: IT Help Desk Technician		Salary Grade: 112
Board Approved: 11/17/15	Effective: 12/1/15	FLSA: Non-exempt

Summary

Ensures adequate response to computer user requests for technical support. Receives, classifies, and provides technical support, troubleshooting, and assistance to personal computer users on common-to-specialized computer and hardware and software problems. Provides one-on-one and end-user training and administrative support to the department.

Distinguishing Career Features

The IT Help Desk Technician represents the first level in a technical career path. This level is designed for customer service, performing first and second-level assistance to users with computer-related problems, multimedia support, and network access. The IT Help Desk Technician applies working knowledge of common office productivity software, intranet and internet access, and the workings of operating systems and specialized applications that support education. Advancement potential exists to IT User Support Technician by demonstrating competency in workstation and network installation, configuration, and higher level technical support.

Essential Duties and Responsibilities

- Receives and documents calls, user-support requests, and inquiries regarding questions and problems associated with use of computer applications, input and output of documents, data transmission, internet, e-mail, and I/O to and from computer hardware.
- In one-to-one situations either in person or by telephone or other media, instructs users to resolve problems on the use of a variety of common-to-advanced business and educational software such as learning tools, e-mail, word processing, spreadsheet, databases, and graphics. Instructs users to resolve hardware problems.
- Creates work orders and distributes calls to workstation, network, and applications specialists. Prepares and distributes work orders for service and repair on computers and software.
- Maintains a system for documenting help desk and repair request calls. Compiles lists of questions and solutions to computer and software related problems, indexed in such a way that it facilitates consistent response by other technicians and users.
- Responds to issues from event monitors, incident queues, and end-user communications. Assists with response, troubleshooting and service.
- Assists in installing and troubleshooting, and repairing personal computer workstations, and peripheral equipment.
- Receives, verifies, and processes new user account requests. Contacts departments to verify names and other information, and conducts basic computer orientation.

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- Maintains up-to-date inventory of computer hardware and software types and serial or license numbers, locations, and users.

- May conduct training of computer users in one-on-one and small group settings to respond to requests or introduce new applications.

- May set up and test the working condition of audio-visual equipment used to support conferences and instruction.

- Provides support of a clerical nature. Schedules and arranges meetings and space. Assists with development and maintains departmental budget information.

- Performs other duties as assigned that support the overall objective of the position.

Qualifications

- **Knowledge and Skills**

The position requires a working knowledge of personal computer workstations, remote software distribution, and data communications concepts, methods, and techniques. Requires basic-to-working knowledge of the features and characteristics of a variety of software such as but not limited to word processing, spreadsheet, database, graphics, help desk software, e-mail, and system utilities. Requires basic knowledge of operating systems and configuration, networks and network equipment, and telecommunications equipment. Requires basic knowledge of data communications networks and e-mail systems. Requires a working knowledge of computer hardware and software inventory tools. Requires basic knowledge of the techniques and complexities associated with networks, the relationship and usage of various input and output components. Requires sufficient writing skills to document and convey troubleshooting steps in easy-to-learn formats. Requires sufficient communication skills to conduct one-on-one and small group instruction/demonstrations and technical assistance over the phone and in person on the use and application of common software.

- **Abilities**

Must be able to perform all of the relevant duties of the position with minimal supervision. Requires the ability to coordinate and organize workload and workflow. Must demonstrate the ability to organize, prioritize, and distribute work assignments. Requires the ability to analyze data and situations and reason logically and creatively to identify alternative solutions to problems. Requires the ability respond to and resolve user problems and requests on a timely basis Must be able to operate a variety of computer terminals, printers, and peripheral equipment. Must be able to read, understand and apply information from technical documentation. Must be able to document steps for troubleshooting and solving workstation (personal computer and software) and basic networking (data communication and remote software access) problems and solutions in a readable format. Requires the ability to be timely in customer service responses.

- **Physical Abilities**

Requires the ability to function indoors in an office environment engaged in work of primarily a sedentary nature, yet involving intermittent walking, standing and lifting, pulling, and pushing of medium weight materials (less than 40 pounds). Requires the near visual acuity to write and to read written materials and computer screens. Requires arm-hand-finger dexterity to use a keyboard and pointing device for operating a microcomputer. Requires the ability to use hearing and speech for personal and telephone

conversations, and hear sound prompts from equipment.

- **Education and Experience**

The position typically requires two-years of college-level course work in computer hardware and software components, operating systems, and data communications software and one year (which may be concurrent) in a computer hardware/software user support environment. Additional experience in a help desk environment may substitute for some higher education.

- **Licenses and Certificates**

May require a valid driver's license.

- **Working Conditions**

Work is performed indoors where minimal safety considerations exist.