



## HELP DESK TECHNICIAN

Class Code	OT Status	EEO Category	Represented Status	Salary Grade	Effective Date	Status	Pages
	Non-Exempt	Clerical/Secretarial	PEU Local 1	60	07/01/2017	Classified	1 of 3

### DEFINITION

To assist users of all skill levels with a wide variety of questions or issues regarding telephone, computer hardware and software operation; to serve as the primary user/customer contact and liaison between end users and Information Technology staff regarding voice and data technology; and to maintain a database of work requests and problem resolutions.

### SUPERVISION RECEIVED AND EXERCISED

- Receives supervision from a departmental supervisor or manager.
- May receive technical or functional supervision from higher-level departmental personnel.
- May provide training and direction to student assistants.

### EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

- Troubleshoots basic network and computer problems, general Internet and application issues for users in person, via e-mail, phone, online chat sessions or other relevant means.
- Recommends or performs minor remedial actions to correct routine problems based on knowledge of systems operation.
- Explains installation, modification, and instruction of minor repairs to hardware and software systems.
- Performs basic configuration of telephone, such as assigning extensions and creating and modifying voicemail boxes.
- Researches inquiries using available resources; escalates user problems to a specific technology staff member or supervisor as needed.
- Records user issues and performs follow-up of status.
- Provides assistance to other Technology staff.
- Compiles and publishes statistical information regarding Help Desk functions on a regular basis.
- Logs all Help Desk interactions by building and maintains a database of work requests with documentation for future inquiries; prepares activity reports.
- Answers inquiries and resolves basic hardware and software problems by walking user through simple procedures and processes for resolution of software, LAN, PC, and telephone difficulties.
- Coordinates on-site technical support for emergency status calls when software and/or equipment failures occur.
- Notifies users of major network or application software system difficulties and provides users with status updates of estimated down time.
- Provides assistance and instructions for first-time customers.
- Stays current with present-day system information, changes, and updates.
- Performs other related duties as assigned.



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### MINIMUM QUALIFICATIONS

Knowledge of:

- Various software applications, hardware, and associated peripherals (printers, scanners, video cameras, etc.).
- Principles and theories of network systems management and internet technologies.
- Operating systems configuration and problem solving methods.
- Office automation fundamentals and applications.
- Data system terminology used in job documentation and systems communications.
- Emergency procedures related to system malfunctions.
- Problem-solving techniques with the ability to assist end users.

Skill/Ability to:

- Communicate effectively, both orally and in writing.
- Record data, elicit information, convey ideas, facts, and information to faculty, students, staff, and the general public.
- Maintain professionalism and discretion when working with sensitive information (system access, passwords, etc.).
- Organize and prioritize work.
- Identify what information is needed by others for effective actions and identify important information required for troubleshooting.
- Deliver technical customer support over the phone in a call center environment.
- Identify, troubleshoot and resolve a wide range of technical computer and application related problems.
- Research, diagnose issues and explain technical solutions to non-technical users.
- Serve students, staff and colleagues in a helpful, empathetic, professional manner.
- Establish and maintain cooperative work relationships with those contacted in the performance of required duties.
- Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, race, ethnicity, gender identity, sexual orientation, age, mental or physical disability, and religious background of all students, faculty and staff, and with all individuals encountered in the performance of required duties.

### EXPERIENCE AND TRAINING

- One (1) year of responsible experience working with computer applications, PC hardware and operating systems  
OR
- Two (2) years of experience performing duties in a help desk support function.

### EDUCATION/LICENSE OR CERTIFICATE



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- Possession of an Associate degree from an accredited college with a major in computer science or related field, or the equivalent.

Adopted: 07/01/17