CLASS TITLE: HELP DESK SUPPORT SPECIALIST

SUMMARY DESCRIPTION

Under the direction of the Supervisor of Computer Operations, receive, diagnose and provide immediate solutions for hardware, software and network related problems; gather technical details required to facilitate the development of higher level solutions; provide for follow-up on reported problems; maintain technical and operational knowledge of PC operating systems, network resources and other college applications and peripherals.

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.   Provide technical resolutions for hardware, software systems and network related problems in a timely manner; enter detailed description of user's problem in an assigned database; prioritize requests and label according to established procedures; understand the technology to provide accurate technical solutions. *E*

2.   Receive requests via email or telephone for assistance on desk top and computer related problems including hardware and software systems, peripherals, printers and related equipment; determine severity of problems; resolve or refer to appropriate technical staff; as appropriate, train users in resolving problems. *E*

3.   Troubleshoot a wide variety of user problems relating to various software applications, email, network and printer operations, internet functions and virus issues; respond to a variety of questions and inquiries. *E*

4.   Ensure quality customer service to users; ensure proper and accurate feedback on technical problems; coordinate communications between users and information systems staff. *E*

5.   Update work request database daily; perform database searches for specific topics and generate queries and reports for staff; ensure user communication is informative and pertinent. *E*

6.   Operate various office equipment including a computer, facsimile machine, copier and telephone. *E*

7.   Prepare and maintain a variety of logs, records and reports on help desk operations including status reports and problem resolution; maintain work request database files and operations including knowledge base. *E*

8.   Assist with help desk calls and emails for telecommunications.

9.   Assist with updating Colleague and Network account security manuals as needed.

10.   Perform related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES

Knowledge of:
Operations, services and activities of a networked information systems program.
DOS commands and various computer applications.

Methods and techniques of performing a wide variety of troubleshooting activities on computer hardware, software and peripheral equipment.

Personal computer hardware and software components.

Operational characteristics of personal computer equipment and peripheral equipment.

Principles and practices of customer service.

Principles and practices of record keeping.

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

English usage, spelling, grammar and punctuation.

Ability to:

Serve as first contact in the provision of technical support to end users.

Identify operational hardware/software problems.

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

Provide efficient and effective user service.

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.

Determine appropriate action within clearly defined guidelines.

Prioritize and schedule work.

Work independently in the absence of supervision.

Maintain current knowledge of various systems applications and operations.

Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.

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

Any combination equivalent to: graduation from high school supplemented by college level course work in computer science and four years of computer-related experience with a wide range of computer software and at least one year in customer service work.

LICENSE OR CERTIFICATE

Valid California driver's license and a safe driving record.

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 with frequent interruptions and distractions; extended periods of time viewing computer monitor; exposure to irritated individuals.

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 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.

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