SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

TITLE: HELP DESK SUPPORT SPECIALIST   RANGE: 26

<u>**DISTRICT VALUES**</u>

Incumbents in District positions are expected to exhibit an equity-minded focus, responsiveness, and sensitivity to and understanding of the diverse academic, socioeconomic, cultural, gender identity, sexual orientation, and ethnic backgrounds of community college students, and employees, including those with physical or learning disabilities, and successfully foster and support an inclusive educational and employment environment.

<u>**SUMMARY DESCRIPTION**</u>

Under general supervision of immediate supervisor, provides technical assistance and support to faculty, staff, administrators, students, and others in the resolution of reported computer or related technical problems or issues; troubleshoots user accounts, validates assigned software licenses, and responds to issues via the work order tracking system; receives, diagnoses, and provides immediate solutions for hardware, software and user, network, and security access issues; ensures quality customer service to users and follow-up on reported problems; maintains awareness of the full range of information technology (IT) services and products and escalates issues that cannot be resolved at the help desk level; and performs related duties as assigned.

<u>**DISTINGUISHING CHARACTERISTICS**</u>

This classification is responsible for independently performing technical duties in support of Information Technology operations and support services. Positions at this level exercise judgment and initiative in their assigned tasks, 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.

<u>**REPRESENTATIVE DUTIES**</u>

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. Serves as the initial point of contact for customers seeking technical assistance over the phone, email, or work order system; uses diagnostic techniques, asking pertinent questions and offering remote desktop assistance; determines severity of the issue and the best solution based on the situation; resolves or refers to appropriate technical staff; explains the problem-solving process to the customer, and as appropriate, guides users in resolving problems. *E*
2. Performs troubleshooting and validation for user authentication, multi-factor authentication (MFA), user / device based and perpetual software licensing, district owned cloud-based web applications, desktop software operation, printer assignments, mobile phone applications, and smart-classroom technical issues. *E*
3. Troubleshoots a variety of user issues problems relating to various software applications, email, network and printer operations, internet functions and desktop security issues; responds to a variety of questions and inquiries. *E*

4. Provides technical resolutions for hardware, software systems, and network related problems in a timely manner; enters detailed description of user's problem in an assigned database; prioritizes requests and labels according to established procedures. *E*
5. Creates and monitors IT system work orders; routes any unresolved issues to the next level of support work queues; escalates urgent or emergency situations to supervisor. *E*
6. Creates documentation of established resolutions, procedures, workflows, diagnostics that may be customer facing or for internal staff. *E*
7. Assists with updating login credentials and security groups; validates user or device-based software licensing. *E*
8. Maintains a professional demeanor and a positive attitude while managing customer relationships; sets expectations for timely resolutions within established policy and procedure. *E*
9. Monitors or executes batch processes for IT automated systems via prescribed operational procedures. *E*
10. Operates various office equipment including computers, monitors, hand-held scanner, printers, mobile and fixed phones, and related peripherals. *E*
11. Prepares and maintains a variety of logs, records and reports on help desk operations including status reports and problem resolution reports. *E*
12. Identifies and recommends improvements in IT procedures to supervisory or management for the purpose of increasing IT service effectiveness. *E*
13. Prepares computers and peripherals for deployment or surplus disposal, using flash drives, command line instructions, or other prescribed processes. *E*
14. Stocks IT storeroom and warehouse with new hardware including computers, monitors, and associated cables and parts; coordinates with warehouse staff to track technology orders; updates and maintains inventory logs. *E*
15. Performs related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES

Knowledge of:

- Principles, practices, methods, techniques, materials, tools, and equipment required for installation, maintenance, and troubleshooting of hardware, software, computer and peripheral equipment, network, security, and server infrastructure issues.
- Principles of user account security authentication and multi-factor authentication (MFA).
- Operational concepts and characteristics of computer, network, server, and security systems, hardware, software, and peripheral equipment.
- Methods and techniques of eliciting information and performing diagnostic procedures on information technology systems.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- Principles and practices of developing and maintaining technical documentation.
- Record keeping and filing system methods, principles, and practices.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Perform technical support functions to a variety of users regarding hardware, software, network, and security access issues.
- Troubleshoot, diagnose, and repair system and applications malfunctions and maintain system operation.
- Understand, interpret, and explain systems solutions to users; research technical materials to provide solutions to problems.
- Work with multiple console or web-based based administrative applications.
- Quickly respond to multiple and frequent requests and inquiries from users.
- Communicate technical information to non-technical users.
- Maintain a variety of filing, record keeping, and tracking systems.
- Organize work, set priorities, meet critical deadlines and follow-up on assignments.
- Meet deadlines in a fast paced and changing environment; handle multiple assignments simultaneously.
- Use tact, initiative, prudence and judgment within general policy and procedural guidelines.
- Effectively use computer systems, software applications relevant to work performed and modern business equipment to perform a variety of work tasks.
- 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, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Learn and adapt to changing technology and equipment used in the performance of assigned duties.

EDUCATION AND EXPERIENCE

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

Any combination equivalent to: An associate degree in computer science or closely related discipline; **AND** two (2) years of general technical computer experience, **INCLUDING** one (1) year of direct client or help desk support experience; or an equivalent combination of training and experience.

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

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 stoop, bend, kneel, crouch, reach overhead, above shoulders or horizontally, and twist; to push, pull, lift, and/or carry moderate amounts of weight up to 50 lbs.; to operate

small hand tools and office equipment requiring repetitive hand movement and dexterity of hands and fingers and fine coordination including use of a computer keyboard and audio visual equipment; and hearing and speaking to verbally communicate to exchange information.

<u>**Vision:**</u> See in the normal visual range with or without correction to read and to enter and retrieve data.

<u>**Hearing:**</u> Hear in the normal audio range with or without correction.

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Ewing & company

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Johnson & Associates

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Human Resources

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Koff & Associates