



**CLASS TITLE: HELP DESK TECHNICIAN
CLASSIFIED**

BASIC FUNCTION:

Under direction of the Technology Department manager or designee, provide technology support for help desk calls and tickets; enter calls into tracking system, prioritize, evaluate and resolve calls; escalate calls/tickets as required, follow-up with customers; keep abreast of District hardware and software technology; trouble shoot computer issues.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Serve as the first point of contact for customers seeking technical assistance over the phone, in-person, or email; determine the best solution based on the issue and details provided by customers; assign each call or ticket based on service level.

Provide technology support for help desk calls and tickets; perform remote troubleshooting through diagnostic techniques and pertinent questions.

Analyze, evaluate and prioritize each call to determine appropriate response and referral; determine if on-site assistance by Technology staff or vendor is appropriate.

Determine whether hardware and/or software issue and resolve calls immediately with staff when possible. Direct unresolved issues to the next level of support personnel

Communicate with users regarding problem status, system status, production schedules and timelines and changes to procedures.

Provide accurate information on IT products or services

Record events and problems and their resolution in logs; follow-up and update customer status and information.

Identify and suggest possible improvements on procedures; pass on any feedback or suggestions by customers to the Technology team.

Compile information and prepare and maintain a variety of records, logs, and reports related to programs, financial activity, budgets, attendance, staff, projects, and assigned duties.

Input a variety of data into assigned computer systems; establish and maintain automated records and files; initiate queries, develop spreadsheets, manipulate data and generate various computerized lists and reports as requested; assure accuracy of input and output data.

Repair computers, troubleshoot and fix computer related issues.

Coordinate computer warranty issues with third-party vendors, notify vendors of necessary repairs/parts and maintain accurate records of requests.

Process Technology Department orders; and transfer expenditures as needed.



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Maintain knowledge of system software and hardware features and procedures and their application by the user.

Tests solutions to ensure problems are corrected; assist in the identification, change, and enhancement of system software and system procedures and test all changes prior to release to users.

May visit sites to trouble shoot issues and assist with computer installation and updates.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Concepts of computing and problem solving,

Customer service best practices.

Internet browser use and customization.

Automated processes including computer OS update and anti-virus subscription process.

Computer systems, mobile devices and other technology products

Record keeping and organization techniques, especially relating to inventory, equipment, and materials.

Oral and written communication skills.

ABILITY TO:

Effectively communicate with non-technical staff regarding the use of their assigned computer hardware and software.

Isolate and resolve problems in the operation of District computer hardware and software.

Document work required and work completed.

Work effectively at the school sites.

Diagnose and resolve basic technical issues

Analyze issues, think critically, and problem solve.

Manage multiple tasks/priorities with frequent interruptions, occasionally in urgent situations.

Communicate, interact and work effectively and cooperatively with people.

Work independently and efficiently, prioritize tasks and exercise good judgment.

EDUCATION AND EXPERIENCE:

High school diploma or equivalent.

Minimum of 4 years' experience utilizing a variety of computer hardware, software and networking.

Experience with hands-on personal computer use, preferably in a business or school environment;

Experience in using computerized databases.

Help desk experience is preferred.



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WORKING CONDITIONS:

ENVIRONMENT:

The job is generally performed indoors under minimal temperature variations with frequent interruptions and a general hazard free environment.

PHYSICAL DEMANDS:

Hearing and speaking to exchange information (in person and on the telephone).

Communicating so others will clearly understand normal conversations.

Seeing to read and write reports/spreadsheets and to perform computer repair duties.

Sitting, standing or circulating for extended periods of time.

Dexterity of hands and fingers to operate hand tools, computer keyboards and other assigned equipment.

Kneeling, bending at the waist, and reaching overhead, above the shoulders and horizontally.

Lifting, carrying, pushing or pulling moderately heavy objects.