



TITLE	CLASSIFICATION	SALARY GRADE/ASSIGNMENT
HELP DESK TECHNICIAN	CLASSIFIED	GRADE: L MONTHS:
BOARD POLICY REFERENCE: 1999 CLASSIFICATION STUDY/2005 Classification Review		Board Approved: 4/00

JOB DESCRIPTION:

Under general supervision, provide technical software, hardware and network problem resolution to all District computer users by performing question/problem diagnosis and guiding users through step-by-step solutions in a call center environment; clearly communicate technical solutions in a user-friendly, professional manner; provide one-on-one end-user training as needed; assist Network Technicians; troubleshoot network printer problems; pass more complex end-user problems on to Network Technicians; conduct hardware and software inventory database maintenance and reporting; and perform related work as required.

SCOPE:

The Help Desk Technician fields all Help Desk calls from District user base and creates the initial record of the request; resolves all Level One end-user problems over the phone; passes all Level Two requests on to a Network technician; and contacts third-party vendors for warranty service repair.

KEY DUTIES AND RESPONSIBILITIES:

Examples of key duties are interpreted as being descriptive and not restrictive in nature.

1. Identifies, diagnoses, and resolves Level One problems for users of the mainframe, personal computer software and hardware, District network, the Internet and new computer technology in a call center environment; communicates solutions to end-users.
2. Provides one-on-one end-user problem resolution over the phone for District approved Personal Computer (PC) software.
3. Delivers, tags, sets up, and assists in the configuration of end-user PC desktop hardware, software and peripherals.
4. Diagnoses and resolves end-user network or local printer problems, PC hardware problems and mainframe, e-mail, Internet, dial-in, and local-area network access problems.
5. Coordinates timely repair of PC computer equipment covered by third-party vendor maintenance agreements.
6. Performs minor desktop hardware repair for PC computer equipment and peripherals that are not covered by third-party vendor maintenance agreements.
7. Helps install local area network cabling systems and equipment such as network interface cards, hubs and switches.
8. Assists Network Technicians in creating materials for end-user frequently asked questions (FAQs).

EMPLOYMENT STANDARDS

ABILITY TO:

Deliver technical customer support over the phone in a call center environment; identify, troubleshoot and resolve a wide range of technical computer-related problems; make the distinction between Level One and Level Two end-user problems; identify, evaluate and solve end-user workstation problems; support and train end-users in a wide range of software applications as needed; read, understand and apply complex technical information; master new computer technology; maintain cooperative working relationships; demonstrate sensitivity to, and respect for, a diverse population.

KNOWLEDGE OF:

Desktop operating systems, various software applications and basic hardware for the PC; principles and theories of network systems and management; Internet technologies and products; basic understanding of electrical safety procedure.

MINIMUM QUALIFICATIONS:

Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by Human Resources, in coordination with the department where the vacancy exists, if needed.)

Education:

One year college level course work and MCP (Microsoft Certified Professional) or equivalent.

Experience:

One year providing end-user phone support for current PC desktop and application software OR one year installing, upgrading, troubleshooting and repairing personal computers in a network environment.

LICENSE OR CERTIFICATE:

This classification requires the use of a personal or District vehicle while conducting District business. Must possess a valid (Class C) California driver's license and an acceptable driving record. This position requires the incumbent possess either an MCP (Microsoft Certified Professional) or equivalent.

SPECIAL REQUIREMENTS:

Must be able to sit for prolonged periods of time in front of a computer. Must be able to perform physical activities, such as, but not limited to, lifting heavy equipment (up to 50 lbs. unassisted), bending, standing, climbing or walking.