

HELP DESK TECHNICIAN**DEFINITION**

Under the direction of the Director of Technology and Media Services or designee, provides initial technical assistance and support by telephone, and or other technologies, to computer users at District and school locations for either Macintosh or Windows-based computers, specialized/standard applications software, instructional software and peripherals while seated at a centralized help desk; refers unresolved problems to repair technicians or other higher-level Information Systems or Educational Technology personnel as appropriate; performs related duties as assigned.

The typical duties and employment standards are representative of positions within this classification. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties of the specific position.

TYPICAL DUTIES

Answers telephones at a centralized call center to answer technical questions and to respond to calls for service of desktop and laptop computer hardware, applications software and related equipment, such as laser/inkjet/matrix printers, networks, wireless devices, plotters, pointing devices, scanners, barcode readers, modems, video/disk cards and other accessories prepares and/or receives and prioritizes automated help desk trouble tickets.

Conducts initial troubleshooting by listening to explanation of problem and questioning users to diagnose possible solutions; attempts to resolve computer hardware/software problems by telephone, direct network and or internet access, voice mail or walkie-talkies; generates, distributes, and tracks work orders to service technicians for unresolved problems or more immediate or complex service needs; accommodates emergencies or requests from superiors as required.

Maintains a weekly-updated accurate list of all District computer users; provides clerical support to help desk department by maintaining database and other department records related to work activities, completion and time spent to document service provided to District users; and maintains district software license records..

Maintain job logs and historical records of calls and work orders received for statistical analysis for the development and planning of computer training classes; compiles other department records and prepares reports related to equipment inventory, maintenance, installations, warranties and system defects; provides status reports to superiors as required.

Communicates problems, projects and solutions to district and site technicians as requested.

Returns all defective parts and equipment for replacement according to authorized procedures; maintain database of location of all computer equipment and peripherals; maintains adequate levels of spare parts and inventories.

Maintains knowledge of updated versions of computers, peripheral and applications software used in the District.

May train users or site technicians on District applications and operating systems.

Serves as back up to other department personnel as assigned; performs related duties as assigned.

Help Desk Technician

Page 2

DISTINGUISHING CHARACTERISTICS

The Help Desk Technician responds to technical support calls from computer users and attempts to assist computer users in resolving computer configuration, applications and operational problems over the telephone before an on-site service visit by a Computer Technician is needed.

The Computer Technician I performs less complicated work on-site or on the telephone to upgrade, configure and maintain a variety of multi-platform computers and peripheral equipment independently or assists the Computer Technician II with more complex service assignments.

The Computer Technician II performs on-site technical and complex work to assemble, install, upgrade, repair and maintain a variety of multi-platform computers and peripheral equipment with minimal supervision and direction.

EMPLOYMENT STANDARDS

Knowledge of: Windows or Macintosh-based computers, applications, operations and peripheral equipment; configuration and operation of Macintosh and Windows-based computers, networks, software and peripheral equipment; service management software.

Ability to: Identify problems and provide technical support by telephone to users of Windows or Macintosh-based computers, software applications and peripheral equipment; learn and effectively use software specific to District needs; maintain records and files; perform work to meet established time lines; respond to emergencies without delay; work independently with minimal supervision; establish and maintain effective and cooperative working relationships with others; communicate effectively with others by utilizing proper telephone etiquette and effective interpersonal skills including professionalism, tact, courtesy, and patience; translate technical terms to suit the user's level of understanding; and maintain a customer focused attitude.

Essential Physical Activities and Work Environment: Work is performed in a centralized information systems office environment. Must be able to sit for long periods of time while accessing multiple technology tools and talking and listening on the telephone. Sufficient visual acuity to read manuals and see contents on a computer screen; sufficient hearing to exchange information over the telephone; sufficient strength to lift and move up to 25 pounds; sufficient agility to reach overhead above the shoulders and horizontally, bend at the waist, kneel or crouch to service equipment. May be required to travel occasionally to District and County locations to conduct work or attend meetings.

Mental Functions: Sufficient ability to solve non-routine problems with patience; read and comprehend moderately complex technical material; concentrate for long periods of time; exercise creativity; think logically and analytically.

Essential Physical Activities and Work Environment: Sufficient stamina to stand, walk, sit, squat, bend, and reach on a daily basis to perform various activities in a classroom; sufficient strength to carry small items and supplies in a classroom setting; sufficient visual acuity to read text in a wide variety of typed/written formats and monitor student activities; hearing sufficient to understand normal conversations; clarity of speech sufficient to explain instructional concepts to children and discuss them with adults; sufficient dexterity of fingers and hands to use sign language for long periods of time, operate a variety of office equipment, write and grasp, push and pull various light objects and equipment in a classroom setting; mobility sufficient to visit classrooms and other locations on campus. Work is performed primarily in indoor environments, but the necessity to go to various locations on school

Help Desk Technician

Page 3

campuses involves some exposure to outdoor elements.

Typical Background: Training and experience sufficient to demonstrate the knowledge, skills and abilities listed above. Typical qualifying experience would include: college coursework in technology such as networked PC computer operation, operating systems and applications including Windows or Mac based office suites, internet browsers, and e-mail programs; hands on computer, peripheral and network component use for software/hardware installation and support; and three years of help desk or related experience acting as a resource for problem identification and resolution concerning technology equipment and applications, and configuring and installing equipment and software in a LAN/WAN environment. Associates degree and/or experience with help desk applications preferred.

Licenses and Certification: Valid California driver's license; may be required to complete classes or training in San Diego County Office of Education Core Technology, standardized EUSD software tools or other software specific to assignment; Microsoft (such as Microsoft Certified Desktop Support Technician), A+ or Novell certification desirable but not required.

Qualifications: In order to be considered qualified for a vacancy in this classification, a candidate must possess the required background and successfully demonstrate such background, knowledge, skills and abilities through an examination process.