SANTA ROSA JUNIOR COLLEGE

TITLE	CLASSIFICATION	SALARY GRADE
HELP DESK TECHNICIAN	CLASSIFIED	GRADE: M
BOARD POLICY REFERENCE: 2012/13 CLASSIFICATION STUDY		Board Approved:

JOB DESCRIPTION:

Under general supervision, provides Tier 1 and some Tier 2 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 over the phone, in person or via email, while maintaining confidentiality; clearly communicates technical solutions in a user-friendly, professional manner; provides end-user training as needed; assists staff in the department as needed; troubleshoots a wide variety of computer peripheral problems; escalates problems on to appropriate Information Technology staff as needed; conducts hardware and software inventory database maintenance and reporting; and performs related work as required.

SCOPE:

The Help Desk Technician fields all Help Desk inquiries from District employees and creates the initial record of the request; coordinates equipment loan program; assists with District user authentication system; and coordinates warranty service with third-party vendors.

KEY DUTIES AND RESPONSIBILITIES:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Identifies, diagnoses, and resolves Tier 1 and some Tier 2 problems including but not limited to: software and hardware, network, email, phone system, and new technology over the phone, in person or via email; communicates solutions to end-users.

2. Provides one-on-one end-user problem resolution over the phone, in person or via email for District approved software and hardware. On an as needed basis, provides training for end-users on a wide variety of technology related topics.

3. Delivers, tags, sets up, and configures desktop hardware, software and peripherals.

4. Performs desktop hardware repair on computer equipment and peripherals and coordinates timely repair of computer equipment requiring third-party vendor contact.

5. Coordinates computer equipment loan program.

6. Assists with enabling and disabling of District user authentication system accounts.

7. Assists in the creation of end-user documentation.

EMPLOYMENT STANDARDS

ABILITY TO:
Deliver technical customer support over the phone, in person, or via email in a calm and professional manner; maintain current knowledge of emerging information technology trends and developments; identify, troubleshoot, prioritize and resolve a wide range of technical computer-related problems; make the distinction between Tier 1, 2 and 3 end-user problems; identify, evaluate and solve end-user problems; support and train end-users in a wide range of software applications as needed; read, understand and apply complex technical information; maintain cooperative working relationships; demonstrate sensitivity to, and respect for, a diverse population.

KNOWLEDGE OF:
Desktop operating systems, various software applications and computer hardware; principles and theories of network systems and management; Internet technologies and products; basic understanding of electrical safety procedures.

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:
Graduation from High School with some related college level coursework and industry-related certification such as A+ or MCTS (Microsoft Certified Technology Specialist).

Experience:
Previous experience providing end-user phone support for current computing hardware and current application packages OR 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.

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.