

TITLE: Help Desk Technician

CLASSIFICATION: Classified

SALARY GRADE: C11

SCOPE OF POSITION:

Under general supervision, provides technology support, training, and resources to district employees. Troubleshoots, and provides support for hardware, software, accounts, and network related issues. Configures and deploys customized operating systems for district devices using standard enterprise tools. Supports proper data management and security practices.

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. Provides Tier 1 and Tier 2 technical support for district owned/leased software applications, wired/wireless network connected devices, user account management, and hardware, including computers, printers, mobile devices, and related peripherals. Documents solutions to a range of technical issues.
2. Assists users with password management and access to network data resources. Communicates solutions to a range of users.
3. Works with hardware vendors to resolve hardware and operating system issues. Researches and tests possible solutions and implements solutions.
4. Installs operating system images. Ensures updates and maintenance of device firmware and drivers. Deploys imaged devices to ensure operating technology meets current industry standards and compatibility requirements.
5. Configures and deploys printers, phones and other peripheral equipment. Installs additional software to support equipment.
6. Creates and resolves service requests. Troubleshoots and identifies level of support required for service requests and escalates or provides solutions.
7. Collaborates in developing information technology service desk processes and priorities.
8. Oversees inventory of Information Technology devices. Maintains records of services and technical support tasks.
9. Assists users with access to information technology and resources, including equipment, approved servers, files, data and software licenses.
10. May train and supervise student employees in the area.
11. May direct the work of short-term, non-continuing (STNC) employees in the area.

KNOWLEDGE OF:

1. Desktop operating systems, software applications and computer hardware, and telephones.
2. Principles and theories of network systems and management.
3. Internet technologies and products.

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KNOWLEDGE OF – Continued

4. Basic understanding of electrical safety procedures.
5. Relevant local, state, and federal rules and regulations, programs, policies and procedures.
6. Applicable technology usage, including standard office productivity software and other appropriate technology.

ABILITY TO:

1. Provide technical customer support.
2. Maintain current knowledge of emerging information technology trends and developments.
3. Identify, evaluate, and solve end-user issues. Make the distinction between Tier 1, 2, and 3 end-user issues.
4. Read, understand, and apply complex technical information.
5. Collaborate productively and cooperatively with individuals and groups both internally and/or externally.
6. Communicate effectively, both orally and in writing.
7. Exercise appropriate judgement in interactions with others and with work processes.
8. Interact with the public in a helpful, courteous, and professional manner.
9. Demonstrate sensitivity to, and respect for, a diverse population.

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 the supervising administrators, in coordination with the department where the vacancy exists, if needed.)

EDUCATION:

Associate's degree in computer science, information technology, or a closely related field of study required.

EXPERIENCE:

1+ year of related 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.

OTHER REQUIREMENTS:

- 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.
- Must be able to perform physical activities, such as, but not limited to, lifting (up to 50 lbs. unassisted), bending, standing, climbing or walking.

SANTA ROSA JUNIOR COLLEGE COMMITMENT:

All classifications require a commitment to the District's Vision, Mission, Values, Goals and Objectives as articulated in the [Strategic Plan](#).