CLASS TITLE: HELP DESK TECHNICIAN

FLSA STATUS: NONEXEMPT

BASIC FUNCTION:

Under the direction of an area administrator, the Help Desk Technician provides excellent customer service to users of computing resources on campus and is the primary level support for students in the use of Blackboard on-line learning systems. This includes troubleshooting problems as they arise, working on special projects to promote the efficient use of Blackboard and other electronic resources.

REPRESENTATIVE DUTIES:

Primary responsibility is user support and customer service. Be present and available to users requiring technical assistance. *E*

Respond to questions from callers, email and walk-ins; remotely assist students, staff, and faculty with technology problems in offices, classrooms and home or other off-campus locations. *E*

Learn fundamental operations of supported software, hardware and other equipment. *E*

Provide assistance and troubleshooting for District online records and registration system as assigned; reset user IDs and passwords for students and faculty; assist faculty to input grades into the system; instruct and guide students through registration and payment processes and other related services available through online system. *E*

Follow standard Help Desk operating procedures; accurately log all Help Desk contacts, using approved call tracking software or documents. *E*

Attend all Help Desk training sessions. *E*

Become familiar with available help resources, stay updated on campus technology changes or problems. *E*

Become familiar with Technical Services policies, services and staff. *E*

Direct calls to appropriate Technical Services staff as necessary. *E*

Maintain reasonable discipline and decorum in the Help Desk area. *E*

Other duties as assigned by the area administrator.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Correct operations, procedures and methods of Computing & Information Resources and Technical Services departments.
Modern office practices, procedures and equipment.
District organization, operations, policies and objectives.
Modern database and spreadsheet programs.
Correct English usage, grammar, spelling, punctuation and vocabulary.
Proper telephone techniques.

ABILITY TO:
Friendly presence and helpful attitude, good interpersonal skills and ability to work well with others.
Ability to provide technical support over the phone; good phone skills, professional demeanor, *previous customer service experience strongly desired.*
Good problem solving skills; ability to visualize a problem or situation and think abstractly to solve it.
Ability to handle constantly changing flow of traffic; remain productive during slow times, be able to multitask effectively during busy times, exercise patience and professionalism during stressful situations.
Ability to work responsibly with or without direct supervision.
Working knowledge of common operating systems and software applications.
Operate a variety of office equipment such as a copier and facsimile machine.
Operate a computer terminal to enter data, maintain records and generate reports.
Provide effective customer service including a high level of sensitivity, tact and patience.
Establish and maintain cooperative and effective working relationships with others, including those from diverse academic, socioeconomic, cultural, ethnic and disability backgrounds.
Provide work direction and guidance to others as assigned.
Work confidentially with discretion.
Work independently with little direction.
Communicate effectively both orally and in writing.
Meet schedules and time lines.
Prepare reports, correspondence and related materials.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by college level course work in business, Computer Information Systems (CIS) or related field AND two years of full time responsible help desk, telephone support or clerical experience.

WORKING ENVIRONMENT AND PHYSICAL DEMANDS:

Disclosure:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work

environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Normal Office Environment:
While performing the duties of this job the employee is regularly required to use hands to type or handle materials, sit and view a computer monitor for extended periods of time, and hear and speak to communicate and provide information to others. The employee is occasionally required to reach and bend, and lift, carry, push, or pull up to 35 pounds.