



1517 Technology Help Desk Specialist

Classification Summary

The Technology Help Desk Specialist provides on-demand technical assistance and support for all technology users district-wide in a virtual environment and via the Internet and telephone. This includes software, hardware and operational support to ensure minimal down time and greatest staff productivity. In addition, duties will include installing and maintaining computer systems including software and hardware; installation and testing of computer network infrastructure equipment including: switches, routers, servers, and associated cabling; determining causes of computer/software/network malfunctions through evaluation and testing and resolution via modifications, repair, or external support assistance.

The Help Desk Specialist differs from the TSS II by:

1. Providing first line support for all Technology questions and questions (i.e. Desktop, SIS, network services, telephone, etc.) in a virtual environment, via the Internet and telephone;
2. Exceptional phone support skills and ability to “walk” a user through a resolution in a virtual environment;
3. Exceptional Customer Service; communication skills, and ability to interact with users virtually and over the phone in the delivery of complex and/or simple instructions in order to achieve resolutions needed for optimal system operation
4. Creating End user and technology support documentation, updating online support web page;
5. Provide Help Desk activity reporting.

Supervisory Relationship

This position reports to the Technical Support Specialist Supervisor.

Essential Functions

- Provide a high level of customer service in real-time; working with customers that may be frustrated, upset or demanding and remaining calm and professional in working through their issues.
- Monitor helpdesk phone, email and trouble ticket/service request system queues and making basic priority decisions regarding severity and criticality of issues (i.e. network/hardware/software issues). Log all calls as to origin and type and track amount of time needed to complete entire service process.
- Provide end-user support in a virtual environment, over the telephone and Internet:
 - Analyze symptoms the user is reporting.
 - Diagnose user problems.
 - Determine appropriate solutions for the user.

- Advise user of possible causes of the problem and precautions necessary to avoid additional issues.
- Handle questions pertaining to software and hardware necessary to facilitate completion of job.
- Assist End-users on-demand with problems relating to daily or routine technology usage.
- Answer functional technology-related question in all areas of Technology
 - Desktop Support
 - Student information systems (SIS)
 - Network Services
 - District phones
- Work with all 4J technology departments to create scripts to provide prompt help.
 - Example: “If phone support question, ask the pre-determined script questions”
- Direct the technical support issues that cannot be addressed by the Help Desk to the appropriate technician(s) or department, but first:
 - Evaluate symptoms of malfunctions for possible causes.
 - Interpret system messages and symptoms systematically.
 - Diagnose problems via testing and information gathering using a systematic approach.
 - Advise users of alternative approaches if operator error is determined to be cause.
 - Resolve problems by taking appropriate actions relative to the specific problem.
 - Perform minor repairs and or installations at site.
 - Modify system parameters as necessary to resolve problems.
 - Advise if maintenance service is necessary.
 - Document / Report methods/processes for support software analysis.
- Document repeated calls by type and origin and evaluate as to the need for additional training or other systemic issues.
- Determine causes of computer/software/network malfunctions through evaluation and testing and resolve via additions, modifications, repair, or external support assistance.
- Participate in the creation, recommendation, and maintenance of district technical standards and documentation.
- Develop, maintain, and update End-user and TSS technical support and training documentation.
- Effectively communicate technical concepts to non-technical audiences in a virtual environment and via telephone and Internet.
- Communicate clearly and concisely, both orally and in writing.
- Prepare help desk support activity reports.
- Maintains regular and prompt attendance
- Performs other related duties as assigned.

Required Knowledge, Skills and Abilities

- Strong ability to communicate politely and effectively both written and orally.
- Coordinate effectively with user personnel and management at all levels.
- Ability to monitor progress of projects.
- Ability to work on multiple tasks with minimal supervision.

Minimum Qualifications

Education

- Two years Associates Degree in Computer/Technology Science or equivalent.

Experience

- Two years progressive experience supporting Apple and Windows desktop computers.
- One year experience managing basic configurations on a server to facilitate End-user

- access (setting up accounts, directory rights, etc.)
- Proven experience supporting Windows and Mac operating systems
- Proven experience supporting Microsoft Office.
- Demonstrated experience supporting E-mail.

Work Environment

Required to sit for prolonged periods; exposed to visual display terminal for prolonged periods; dexterity and precision required in the operation of a computer. Experiences frequent interruptions; required to meet inflexible deadlines; requires concentration and attention to detail; may occasionally deal with distraught or difficult individuals. Must be able to maintain a “customer first” attitude when under are stress. Must exhibit a high degree of patience.

ADDITIONAL INFORMATION	
Employee Unit	OSEA - Classified
Pay Grade	Grade 13
Developed by	Scott Ehret – Technical Support Specialist Supervisor Dr. Celia Feres-Johnson – Director of Human resources
Reviewed by	Classified Employees Pay Grade Evaluation Committee 4/16/2013
Approved by	Dr. Celia Feres-Johnson, Director of Human Resources
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