

INFORMATION TECHNOLOGY HELPDESK SPECIALIST



Service Beyond Expectation

Job Status: Non-Exempt
Date Adopted: 09-2001
Date Modified: 03-16-2023

Safety Sensitive Position

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

Responsible for providing technology support for help desk calls. Resolve 60% or higher of calls immediately while on the phone with the customer. Duties include entering calls into the tracking system, prioritizing calls, evaluating calls, resolving calls, and escalating calls as required, as well as following up with customers; keeping abreast of District hardware and software technology.

DISTINGUISHING CHARACTERISTICS

Information Technology Helpdesk Specialist is the entry-level class. Initially, under supervision, incumbents perform a wide variety of technology support. Work is performed in accordance with established schedules, procedures, and standards. Employees at this level are not expected to perform with the same independence of direction and judgment on matters allocated to the journey level.

SUPERVISION RECEIVED AND EXERCISED

Administrative supervision is received from the Information Technology Manager.

Technical or functional work direction may be occasionally provided to the Information Technology Helpdesk Specialist by the Network Administrator or Information Technology Specialist I/II.

This position has no direct supervisory responsibility.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS

Essential and other important responsibilities and duties may include, but are not limited to, the following:

Essential Functions:

1. Provide technology support for help desk calls by entering calls into the I.T. Help Desk ticketing system; determining whether problems are caused by hardware or software; and resolving calls immediately with the customer. Evaluate each call to determine appropriate response and referral; determine if on-site assistance by Information Technology staff or vendor is appropriate; prioritize each call; and escalate calls based on service level. Communicate with customers regarding call status and follow-up with customer to assess customer satisfaction level.
2. Coordinate computer warranty issues with third-party vendors, notify vendors of necessary repairs/parts and maintain accurate records of requests.

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3. Maintain software approval procedures, requests and service level agreements. Track documents and requests through the process; communicate with the requestor of approval status. Monitor and maintain district-owned software licenses.
4. Keep abreast of District hardware and software technology by taking classes, reading manuals and publications and communicating with other department team members.
5. Perform other job-related duties as assigned.
6. District employees are expected to work overtime, weekends, evenings, and holidays as required to accommodate the District's needs, in addition to responding as a Disaster Emergency Service Worker.
7. Regular attendance at the work site.

Marginal Functions:

1. Support vendors in maintenance of phone system, copiers, and mail processing equipment.
2. Perform graphics design and layout functions using computer software.
3. Assist Information Technology Specialist I/II when needed.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

Intermediate operating knowledge of and experience with personal computers, servers, peripherals, Windows, and Microsoft Office.

Working knowledge of data processing equipment, systems and techniques.

Operating knowledge of I.T. HelpDesk software required within 3 months after entering position.

Operating knowledge of District information systems, financial system, Human Resources system, and e-mail application preferred; required within 3 months after entering position.

Operating knowledge of typical office equipment, such as telephones, MFP copier, postage machine, printer, etc. is required.

Ability to:

Use advanced computer troubleshooting, analysis, critical thinking and problem-solving skills.

Learn multiple programs and systems.

Manage multiple tasks with frequent interruptions, occasionally in urgent situations.

Manage multiple priorities.

Promote and follow District policies, I.T. Division policies, I.T. Code of Ethics, and building and department procedures.

Communicate, interact and work effectively and cooperatively with people from diverse ethnic and educational backgrounds.

Recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment and report unsafe conditions to the appropriate administrator.

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REQUIRED QUALIFICATIONS

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Job Title	Information Technology HelpDesk Specialist
Experience	<ul style="list-style-type: none">• One (1) year experience in I.T. help desk support or related fields.
Education/Training	<ul style="list-style-type: none">• Equivalent to a High School Diploma supplemented by college-level coursework in Information Technology, Computer Information System, Computer Science, or related fields.
Required License/Certification	<ul style="list-style-type: none">• Possession of the Microsoft Certified Professional (MCP) or Microsoft Office Specialist (MOS).• Possession of the CompTIA A+ Certification.
Desirable Degree/License/Certification	<ul style="list-style-type: none">• CompTIA Network+ Certification• Bachelor's Degree in Information Technology, Computer Science, Management Information System, or related fields.
DMV Class	<ul style="list-style-type: none">• Possession of a valid California Class C driver's license and a satisfactory driving record.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The physical demands and working environment demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment:

Standard office setting; frequent interaction with District staff and the general public.

Physical:

Incumbents require sufficient mobility to work in an office setting; stand or sit for prolonged periods of time; operate office equipment including use of computer keyboard; light to moderate lifting and carrying; bend, stoop, and kneel, ability to verbally communicate to exchange information.

Mental:

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret situations; learn and apply new information or skills; perform highly detailed work; work on multiple concurrent tasks; work with frequent interruptions; work under intensive deadlines; interact with District managers, staff, vendors, the public and other encountered in the course of work.

Vision:

See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

Hearing:

Hear in the normal audio range with or without correction.