

# San Diego Community College District

## CLASSIFICATION DESCRIPTION

**Title:** Telephone & Help Desk Specialist

**Unit:** Office Technical

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**Job Code:** J1405  
**Original Date:** 09/2024  
**Last Revision:** 02/2025  
**Staff Type:** Classified  
**FLSA status:** Non-exempt  
**Salary Range:** 27

### DEFINITION

Under the direction of the District Director, IT Services, or assigned supervisor or manager, provide technical support for the District's phones. Receive and report on software and hardware malfunctions submitted through Information Technology Help Desk mechanisms; provide technical troubleshooting and diagnosis; arrange for follow-up on reported problems; provide problem resolution support. Provide technical support for the District's telephone and voicemail systems. Perform adds, moves, changes, problem solving, consulting, and training on the use of the telephone and voicemail systems. Maintain systems configurations, backups, and monthly utilization reports.

### EXAMPLE OF DUTIES

1. Respond to telephone, electronic mail, voicemail, and verbal and written service requests to provide technical assistance to faculty, staff, and students.
2. Assist faculty, administrative staff, and support staff with the operation, programming, and function of the telephone and voicemail systems. Provide user training materials and documentation.
3. Troubleshoot and resolve hardware and software problems. Perform basic diagnostics and repairs of telephones, emergency phones, emergency mass notification systems, and voicemail. Modify settings or replace faulty equipment to attain resolution.
4. Move and install telephone equipment throughout the campus and district locations. Initiate work orders upon request.
5. Serve as a resource for creating documentation and training materials in response to faculty, administrative, and support staff requests for technical support.
6. Attend conferences, seminars, and training sessions to keep current with rapidly changing technologies including telephone, voicemail, and computer networking and related software.
7. Receive and report on software and hardware malfunctions; enter detailed description of user's problem(s) in the SDCCD ITS Service Desk portal; prioritize requests and label according to established procedures.
8. Respond to Help Desk inquiries via email or telephone; provide technical troubleshooting, determine type of request, route complex problems to appropriate personnel as needed.
9. Follow-up on reported problems through email or ticket system; notify users of completion of requests; maintain accurate contact and problem resolution records.
10. Update work request SDCCD ITS Service Desk portal daily; perform database searches for specific topics and generate requests for management.
11. Create network accounts and initiate password resets.
12. Answering phones, maintaining assigned records and files, duplicating materials, and typing correspondence and other materials as assigned.
13. Perform related duties as assigned.

**DESIRABLE QUALIFICATIONS****Knowledge:**

- Teams Phone procedures and etiquette.
- Communication problems within Information Technology systems.
- Configuration, operation, and problem resolution for Teams Phone equipment and systems.
- District organization, operations, policies, and objectives.
- English usage, grammar, spelling, punctuation, and vocabulary.
- Hardware and assigned software system terminology.
- Modern office practices, procedures, and equipment, including computer hardware and software.
- MS Windows Operating System functionality and navigation.
- Oral and written communication skills.
- Record-keeping techniques.

**Skills and Abilities:**

- Communicate data processing procedures and requirements to users.
- Communicate effectively both orally and in writing.
- Configure systems for consistency with districtwide policies and procedures.
- Demonstrate interpersonal skills using tact, patience, and courtesy.
- Determine appropriate action within clearly defined guidelines.
- Establish and maintain effective working relationships with others.
- Lift and work on equipment that may be located in tight and poorly lighted spaces.
- Maintain current knowledge of various systems applications and operations.
- Maintain records and prepare reports.
- Effectively manage multiple tasks simultaneously.
- Plan, organize, operate, and document complex system operations.
- Read and understand documentation and procedures manuals.
- Receive and report on basic to complex software and hardware malfunctions.
- Relate effectively with people from varied cultural and socio-economic backgrounds.
- Review, code, check, and enter data.
- Train users on telephone/voicemail equipment and applications.
- Troubleshoot, diagnose, and repair basic system and applications malfunctions and maintain system operation.
- Understand and follow oral and written directions.
- Work cooperatively with others.
- Work effectively with deadline pressure and frequent interruptions.

**Training and Experience:**

Any combination of training and experience equivalent to: satisfactory completion of 15 semester units of courses related to Computer Science and two years of successful work experience in the field of computer science, telecommunications, or Teams Phone system support.

**License:**

Valid California drivers' license

**WORKING CONDITIONS****Physical Requirements:**

Category III. May move and lift moderately heavy equipment. Dexterity of hands and fingers to operate a computer keyboard and mouse. Hearing and speaking to exchange information in person or on the telephone. Seeing to view computer monitors and read various documents.

Environment:

Favorable, usually involves an office. Normal, flexible work hours with some extended hours are performed in an office or classroom setting throughout the District. Exposure to video display terminals and computer related noise levels. Exposure to dust and equipment-cleaning materials occurs on a regular basis. Travel between District sites.