

# San Diego Community College District

## CLASSIFICATION DESCRIPTION

**Title:** Help Desk Specialist

**Unit:** Office Technical

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**Job Code:** J1407  
**Original Date:** 05/2013  
**Last Revision:** 04/2018  
**Staff Type:** Classified  
**FLSA status:** Non-exempt  
**Salary Range:** 19

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### **DEFINITION**

Under the supervision of the Manager, Network and PC Services, or assigned supervisor or manager, 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.

### **EXAMPLE OF DUTIES**

1. Receive and report on software and hardware malfunctions; enter detailed description of user's problem in an assigned database; prioritize requests and label according to established procedures.
2. Respond to Help Desk inquiries via email or telephone; provide technical troubleshooting, determine type of request, diagnose and provide solutions or route complex problems to appropriate personnel as needed.
3. Follow-up on reported problems; notify users of completion of requests; maintain accurate contact and problem resolution records.
4. Update work request database daily; perform database searches for specific topics and generate requests for management.
5. Create network and email accounts, including regular reporting of email accounts.
6. Perform various clerical duties, including answering phones, distributing mail, maintaining assigned records and files, duplicating materials, and typing correspondence and other materials as assigned.
7. Assist with updating various reference manuals as needed.
8. Perform related duties as assigned.

### **DESIRABLE QUALIFICATIONS**

#### **Knowledge:**

Hardware and assigned software system terminology.  
Modern office practices, procedures, and equipment, including computer hardware and software.  
MS Windows Operating System (XP and later) functionality and navigation.  
Oral and written communication skills.  
Record-keeping techniques.  
Telephone and email techniques and etiquette

#### **Skills and Abilities:**

Communicate data processing procedures and requirements to users.  
Communicate effectively both orally and in writing.  
Determine appropriate action within clearly defined guidelines.  
Establish and maintain cooperative and effective working relationships with others.  
Maintain current knowledge of various systems applications and operations.  
Maintain records and prepare reports.

Operate standard office machines and equipment, including computer hardware and software.  
Prioritize and schedule work.  
Provide for follow-up on reported problems.  
Read and understand documentation and procedures manuals.  
Receive and report on basic to complex software and hardware malfunctions.  
Review, code, check, and enter data.  
Troubleshoot, diagnose, and repair basic system and applications malfunctions and maintain system operation.

Training and Experience:

Any combination of training and experience equivalent to: graduation from high school supplemented by course work in computer science and four years of computer-related experience with a wide range of computer software and at least one year in customer service work.

**WORKING CONDITIONS**

Physical Requirements:

Category III. 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:

Office environment with constant interruptions. Extended hours working with a computer display.