

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: Help Desk Specialist

Unit: Office Technical

Page: 1 of 2
Job Code: J1407
Original Date: 05/2013
Last Revision: 05/2013
Staff Type: Classified
FLSA status: Non-exempt
Salary Range: 19

DEFINITION

Under the supervision of the Manager of Network Services, receive and report on software and hardware malfunctions; provide technical troubleshooting and diagnosis; provide for follow-up on reported problems; provide problem resolution support on the Information Technology Help Desk.

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 inter-office mail, maintaining assigned records and files, duplicating materials and typing correspondence, memos and other materials as assigned.
7. Assist with updating various reference manuals as needed.
8. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:

Email etiquette
Hardware and assigned software system terminology.
MS Windows XP (and newer) Operating System navigation.
Operation of computer hardware including printers, scanners, terminals and PCs.
Oral and written communication skills.
Record-keeping techniques.
Telephone 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.

Operate various office equipment including a personal computer, computer terminal, facsimile machine, copier and telephone.
Prioritize and schedule work.
Provide for follow-up on reported problems.
Read and understand documentation and procedures manual.
Receive and report on basic to complex software and hardware malfunctions.
Review, code, check and enter data on a computer.
Troubleshoot, diagnose and repair basic system and applications malfunctions and maintain system operation.

Training and Experience:

Any combination 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.