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CLASS TITLE: HELP DESK TECHNICIAN

BASIC FUNCTION:

Under the direction of an assigned supervisor, serve as the first level of support for hardware and software troubleshooting for faculty, staff and administrators on a one-on-one basis with the end-user, via telephone, desk-side and electronically; maintain, track and create reports for a call tracking/knowledge-base system; assist with the design, implementation and presentation of user documentation related to software system products at District sites, including research and development of end-user documentation, development of training modules for presentation of the documentation and user training.

REPRESENTATIVE DUTIES:

Provide help desk services to faculty, staff and administrators; diagnose and troubleshoot minor software and hardware problems; coordinate access to appropriate resources if the problem is larger in scope. *E*

Provide one-on-one functional support to users of hardware and software in person, via telephone and electronically; serve as liaison with users to answer questions regarding individual call/problem status. *E*

Design, write and produce documentation for software systems for use in training sessions and as user desk reference manuals. *E*

Enter and track calls and request for services and training into the call tracking system used by Information Technology; categorize, summarize, create and maintain knowledge-base entries. *E*

Maintain internal system documentation, facilitating revision and distribution of changes as needed; create reports as requested; develop and maintain problem analysis flows. *E*

Develop training modules covering numerous applications for presentation to user groups; train new users in group sessions and one-on-one; review, order and maintain purchased training textbooks; review, implement and provide training as necessary to accommodate software upgrades; document attendance of training sessions; collect and analyze training evaluation questionnaires; modify training techniques as indicated by users to facilitate the training process. *E*

Work cooperatively with technical support staff to resolve system problems. *E*

Perform related duties as assigned.

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KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Meaning and usage of common technological terms.
Principles and procedures of public relations,
Training techniques sufficient to communicate with and train a diverse audience, including administrators and functional/technical users.
Modern office software and software applications, including Windows, word processing (MS-Word), spreadsheets (Excel), databases (Access, SQL, QBE), desktop publishing (Pagemaker), and web editor or HTML.
Uses, capabilities, characteristics and limitations of computers and related equipment.
Modern office procedures and methods.
Correct English usage, spelling, grammar and punctuation.
Basic commands and file systems.

ABILITY TO:
Diagnose and troubleshoot minor software and hardware problems by telephone.
Use knowledge-base information and follow problem analysis flows to solve problems.
Coordinate and process call tracking requests and knowledge-base entries.
Effectively assess software system intricacies for documentation and training purposes.
Develop training modules on software systems and provide end-user support one-on-one or in group training sessions.
Instruct users in the use of computer equipment and operating procedures.
Operate a computer and related peripheral equipment.
Communicate effectively both orally and in writing.
Establish and maintain cooperative and effective working relationships with others.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Associate degree supplemented by college-level course work in computer software applications, business practices or a related field and two years of increasingly responsible experience in the use of computer software and hardware providing technological support to a variety of end-users, including at least one year of Banner financial or student system experience.

WORKING CONDITIONS:

ENVIRONMENT:
Office environment.

PHYSICAL DEMANDS:
Incorporated within one or more of the previously mentioned essential functions of this job description are essential physical requirements. The chart below indicates the percentage of time spent on each of the following essential physical requirements.

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1. Seldom = Less than 25 percent   3.   Often = 51-75 percent
2. Occasional = 25-50 percent   4.   Very Frequent = 76 percent and above

 4   a.   Ability to work at a desk, conference table or in meetings of various configurations.
 2   b.   Ability to stand for extended periods of time.
 4   c.   Ability to sit for extended periods of time.
 4   d.   Ability to see for purposes of reading printed matter.
 4   e.   Ability to hear and understand speech at normal levels.
 4   f.   Ability to communicate so others will be able to clearly understand a normal conversation.
 1   g.   Ability to bend and twist.
 1   h.   Ability to lift _10_ lbs.
 1   i.   Ability to carry _10_ lbs.
 3   j.   Ability to operate office equipment.
 1   k.   Ability to reach in all directions.

This job description is intended to describe the general nature and level of work being performed. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of individuals so classified.