

**CLASS TITLE:      HELP DESK TECHNICIAN II**

**BASIC FUNCTION:**

Under the direction of an assigned supervisor, provide first level IT support for faculty, staff and administrators via telephone, email, remotely or in person. This includes hardware and software troubleshooting and resolution, Help Desk ticket creation, tracking and completion, Help Desk Knowledge base article creation and upkeep, Help Desk trending and tracking report generation, review and dissemination, assisting with development, maintenance and delivery of end-user documentation and training for IT supported applications.

**REPRESENTATIVE DUTIES:**

Serve as the first level IT support resource for faculty, staff and administrators and ensure timely IT problem resolution by coordinating access to other IT support resources such as KCCCD's Help Desk services provider and IT staff located throughout KCCCD (District Office, College sites).

Provide functional and testing support to key departments on KCCCD's IT systems such as ERP, Data Warehousing and related applications (current and new).

Create, update, track and complete tickets in KCCCD's IT Help Desk ticketing system for all IT problem and training requests from end-users.

Create, maintain and communicate out trending and tracking reports pertaining to IT Help Desk requests.

Develop and maintain end-user documentation including knowledge base articles for key applications and systems supported by KCCCD IT.

Assist with the development and promotion of self-help resources such as Knowledge base articles, online training resources and end-user documentation.

Assist with the development and delivery of end-user training on KCCCD IT supported applications.

Assist with the installation and support of desktops, laptops, printers, computer labs, software and related technology.

Work with hardware and software manufacturers' support in handling and if necessary escalating warranty repair and parts replacements issues.

Handle end-user requests for hardware and software pricing and quotes.

Assist with software installation, patch management and inventory management.

## Representative Duties (continued)

As needed, serve as a backup to the Systems Support Specialist I position.

Communicate with end-users in a courteous, supportive and timely manner.

Undertake appropriate professional development opportunities to stay current on needed job skills and knowledge.

Work cooperatively with technical support staff to resolve system problems.

As needed, perform clerical duties such as filing, data entry, duplicating, inventorying, PO creation and follow-up, invoice handling and maintaining vendor directory information.

Perform other related duties as assigned.

## **KNOWLEDGE AND ABILITIES:**

### KNOWLEDGE OF:

End-user hardware (PCs, Laptops, Mobile Phones, etc..) and software applications (MS Office, Adobe products)

Modern Operating Systems such as Windows, Mac OS, IOS and Android.

Excellent hands-on hardware and software troubleshooting and repair.

Effective documentation methods and procedures

Training techniques sufficient to communicate with and train a diverse audience, including administrators and functional/technical users.

Correct English usage, spelling, grammar and punctuation.

Exceptional interpersonal skills, with a focus on rapport-building, listening and questioning skills

Excellent Customer Service skills

### ABILITY TO:

Diagnose and troubleshoot end-user software and hardware problems.

Create and 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.

Read and understand technical documentation for professional development and problem resolution purposes.

Instruct users in the use of computer equipment and operating procedures.

Operate a computer and related peripheral equipment.

Work effectively under pressure during KCCD's peak operations time.

Work in a team-oriented, collaborative environment.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

## **EDUCATION AND EXPERIENCE:**

### **MINIMUM:**

Any combination equivalent to: Associate degree supplemented by college-level course work in IT/IS, Business or a related field and two years of increasingly responsible experience providing IT support to end-users by phone, email, remotely or in-person.

### **PREFERRED:**

Bachelor's Degree in IT/IS related field.

Industry Certifications such and COMPTIA A+ or Microsoft.

One or more years of experience providing support for Enterprise Applications (i.e. ERP) and related systems.

### **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.

- |                                  |                                         |
|----------------------------------|-----------------------------------------|
| 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 20 lbs.
- 1 i. Ability to carry 20 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 red of individuals so classified.*