

## **TECHNOLOGY HELP DESK TECHNICIAN**

### DEFINITION

Under direction, to use a variety of communication methods to provide first-level technical support in the operations of computing equipment, peripherals, and software for instructional and administrative use; provide support for users of all on premise and hosted systems and student related applications; assist end-users in doing queries and in using applications; troubleshoot a variety of computing based systems; using Help Desk practices, maintain Help Desk queues, reports, equipment checkouts, and set up for computer labs and presentation systems; and perform related work as required.

### EXAMPLES OF DUTIES

Receive telephone questions from staff on various technological problems, analyze the problem and assist by querying databases for known solutions; effectively communicate step-by-step instructions via the telephone and other communications methods to school site and administrative personnel; maintain and update help desk tickets ability to distinguish computer repair for hardware, software, and LAN and WAN network systems; choose escalation path whether a minor or major problem and be able to determine if an emergency exists; prioritize need and direct unresolved inquiries to appropriate personnel as necessary; provide support for users in doing queries to access information housed in data warehouses and assist end users via remote control with school site functions such as progress reports, report cards, scheduling and data base queries; maintain and update a customer support log; prepare monthly reports including a summary of the type of problems and proposed potential remedy; prepare documents such as Help Desk Guide for others to use. Assist in computer labs and presentation system set-ups.

### QUALIFICATIONS

#### Knowledge of

Computing devices and K-12 school district computer application, including the district on premise and hosted systems; Local- and Wide-Area Networks concepts; formulating query statements; problems and solutions diagnosis of software and; and various operating systems and software packages such as Microsoft Office products, browsers, email and other computer packages; operation and troubleshooting techniques; and record-keeping and report preparation methods.

#### Ability to

Diagnose and provide assistance in solving software problems; differentiate hardware versus software problems; interpret a variety of operating instructions furnished in written, oral, diagram, or schedule form; work independently and prioritize work effectively, but also determine the seriousness of a problem that warrants escalation; communicate effectively via telephone and other communication tools with tact, patience and courtesy; establish and maintain cooperative working relationships; write clear and concise reports and documents; maintain accurate records; develop and maintain a help desk database; understand and follow oral and written instructions.

Experience

Two years of experience working in any computer related field that demonstrates an ability to perform the duties of this position.

Education

Equivalent to the completion of the 12<sup>th</sup> grade, supplemented with current training in computer applications and operations. Associate of Arts Degree preferred.

Physical Performance Requirements

Frequent sitting much of the time with some standing or walking and some bending, stooping, squatting and twisting. Lifting of office supplies and other work related materials occasionally involved. Weight of materials will vary, but generally be of less than twenty pounds. Hearing and speaking to exchange information via telephone and seeing to view a computer monitor. May work on irregular surfaces or at heights above the ground

Licenses

Possession of a valid and appropriate California Driver's License.

Board Approved: June 12, 2001

Revised: March 10, 2004

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