

PERALTA COMMUNITY COLLEGE DISTRICT - May 2, 2002

CLASSIFIED JOB DESCRIPTION

**SENIOR HELP DESK SUPPORT TECHNICIAN
(SEIU Local 1021 Salary Range 088)
Job Code: 922**

CLASS PURPOSE

Under general supervision, the Help Desk Support Technician provides initial technical support to the college and District Office computer users. Performs a variety of basic and advanced technical help desk support duties.

(This position differs from the Help Desk Support Technician II in that it requires the incumbent to have more advanced knowledge and experience in solving users' problems and more advanced knowledge of hardware, software, networking and help desk support as well as helpdesk processes or procedures.)

WORK SCHEDULE

This is normally a full-time position with a work schedule of five days and 40 hours/week. Duties are performed 12 months a year. May be required to work some evenings and Saturdays during peak periods, such as registration, audits, fiscal year end, graduation, etc.

EXAMPLES OF ESSENTIAL DUTIES:

Any one position may not include all of the duties listed nor do listed examples include all tasks which may be found in positions of this class. To perform this job successfully, an individual must be able to perform each essential duty of the position satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions required for the position.

- May assist in overseeing and coordinating help desk staff activities and services of the District Help Desk Center if needed.
- Provides assistance and training to other Help Desk technicians in solving more advanced users problems and inquiries. Refers problems and inquiries to more experienced technical staff or management if necessary.
- Provides basic training to users as needed.
- Maintains database of problems and utilizes the help desk staff to research and solve problems. Analyzes and verifies statistical information in databases to insure the accuracy of computer reports and data integrity.
- Assists IT management and other senior IT technical staff in developing departmental and Helpdesk guidelines and operating procedures.
- Performs Help Desk Support Technician II duties:
 - Responds to user questions and inquiries via telephone, email, web and other communication methods.

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- Enters, assigns and tracks service requests in the on-line work-order system. Refers service issues to IT management.
 - Provides technical support and solves the basic and more advanced routine user hardware and software problems or questions including desktop computer hardware and software and enterprise system software.
 - Provides professional, courteous, prompt and accurate support and solutions to users.
 - Communicates, analyzes and troubleshoots routine user problems and provides proper solutions or remedies.
 - Properly documents problem ticket into on-line Help Desk System.
 - Assists other IT technical staff in providing users feedbacks and user statistics.
 - Establishes priorities on Help Desk tickets based on established helpdesk and departmental guidelines and procedures.
 - Updates Help Desk database information.
 - Follows up and communicates ticket information to users when appropriate.
 - Creates and administers new user accounts, passwords, and privileges/rights as assigned and directed by system administrators.
 - Assists with desktop and laptop imaging and installation as needed.
 - Assists in the operations of enterprise systems as needed
 - Create and updates user accounts creation as needed
 - Follows help desk and departmental guidelines and operating procedures.
 - Work closely with senior helpdesk and other IT staff to acquire additional technical and non-technical knowledge.
 - Performs Help Desk Technician I duties.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

1. Completion of an Associate's Degree from an accredited college in computer science, computer information systems or a related field; or an equivalent combination of training and relevant work experience may be substituted for training/experience on a year-for-year basis.
2. Three (3) years of increasingly responsible experience performing help desk/operations functions.
3. Knowledge of principles and operations of computer systems and related peripheral equipment.
4. Ability to analyze and troubleshoot users problems via the telephone.
5. Ability to maintain knowledge of current technology and able to learn new technology.
6. Ability to communicate professionally, accurately and effectively, both verbal and written, as well as on the telephone.
7. Ability to understand and respond to user questions in an effective and courteous manner.
8. Ability to convey technical procedures and directions in layman's terms.

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9. Proficiency with operating systems, including Windows 98, Windows 2000 and Windows XP and MacIntosh's operating systems.
10. Proficiency in the operation and use of personal computers, utilizing word processing, spreadsheet, and database management software programs (e.g., Microsoft Office Suite, Word, Excel, Access, PowerPoint, etc.), the Internet browser, websites and e-mail systems.
11. Possess advanced knowledge and understanding of networking and personal computer hardware.
12. Understanding of, sensitivity to and respect for the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of Peralta Colleges' students, faculty, staff and community.

DESIRABLE QUALIFICATIONS

- Five (5) years of increasingly responsible experience performing help desk/ operations functions.
- Bachelor's Degree from an accredited college or university in computer science, computer information systems, or a related field.
- A+ and/or MOUS certification and other industry recognized network certifications.

ENVIRONMENTAL DEMANDS

- Occasional work performed alone
- Constant work around and with people

PHYSICAL REQUIREMENTS

- Seeing to view a computer monitor.
- Seeing to read various materials.
- Hearing and speaking to exchange information in person or on the telephone.
- Bending at the waist, kneeling or crouching.
- Lifting objects up to 35 lbs.
- Reaching overhead, above the shoulders and horizontally.
- Sitting or standing for extended periods of time.
- Carrying, pushing or pulling.
- Walking.
- Constant use of clear oral communication

TOOLS AND EQUIPMENT USED

- Standard Office Equipment.

Revised: N/A