

**San Jose · Evergreen Community College District  
Classified Job Description**

**Position:** Help Desk Technician

**Department:** Information Technology Services &  
Support (ITSS)

**Location:** District Office

**Date:** 3/1/2017

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**POSITION PURPOSE**

Under the direction of the Help Desk and Reprographics Supervisor or assigned administrator, perform a variety of technical and skilled tasks in the Help Desk operation; respond to and assist in the diagnosis of problems through interactions with users including problem recognition, research, documentation, troubleshooting and resolution of problems.

**DISTINGUISH CHARACTERISTICS:**

This position provides support for all standardized Information Technology products and services used at the District-wide locations and tracks all support requests. The Help Desk provides first level technology support for students, faculty, staff and administrators and communicates major IT outages and incidences according to management standards. The Help Desk Technician communicates with users to determine the source of the problem, troubleshoot and provide appropriate solutions.

**KEY DUTIES AND RESPONSIBILITIES:**

1. Provide first level technology support for users and assist with problem resolution in technical areas such as computers, printers, video, software, audio-visual, WebAdvisor, ERP system, phones, network access, wireless, mobile devices, password resets, online courses, security, cloud services, etc.
2. Respond to user questions and inquiries in a timely manner through telephone, e-mail, text, social media, oral and written forms of communication, demonstration, remote access to computer, and devices to assist users with disabilities.
3. Assist users in resolving routine technical problems and answer routine technical questions related to the District software and hardware.
4. Follow up with users to ensure the reported problems are fully resolved.
5. Use the Help Desk tracking software to log, assign, and track all support tickets.
6. Monitor the tracking software to ensure that open tickets assigned to Help Desk Technicians are resolved and closed in a timely manner.
7. Ensure assigned backup tapes are rotated according to the schedule and process.
8. Maintain the tracking database to ensure data is accurately entered. Prepare reports for management as scheduled or as needed.
9. Escalate user requests to a 2nd or 3rd level support when necessary. Notify IT management when a critical system wide resource becomes unavailable.
10. Monitor and manage the Help Desk voicemail, email, social media and other forms of communication.

11. Research and recommend new products or procedures. Help identify and implement innovative solutions for users.
12. Keep abreast of current trend on Help Desk operations. Attend necessary training for related standardized IT products and services.
13. Perform related duties as assigned.

## **EMPLOYMENT STANDARDS**

### **Knowledge of:**

1. Principles of technical troubleshooting and problem solving.
2. Principles of networking and computer functionality.
3. Computer hardware systems, printers, software applications such as Microsoft used in college operations.
4. Working knowledge of help desk software, databases and control of remote computers.
5. Principles of training, support, and services to end-users.
6. Principles of customer service.
7. Principles of providing guidance to others.

### **Skills and Ability to:**

1. Operate computer systems and related peripheral equipment.
2. Communicate clearly and concisely both orally and in writing.
3. Respond to inquiries in a courteous, tactful manner.
4. Establish and maintain cooperative and effective working relationships with others.
5. Work together in a team environment.
6. Multitask, prioritize and meet task timelines.
7. Work with attention to detail and independently with minimum supervision.

### **Experience and Education:**

1. Associate's degree in Computer Science or related field.
2. Two years of experience increasingly responsible experience performing help desk operation function or related activities.
3. Demonstrated sensitivity, knowledge, and understanding of the diverse academic, socioeconomic, gender, cultural, disability, and ethnic backgrounds of the individuals we serve and sensitivity to and knowledge and understanding of groups historically underrepresented, and groups who may have experienced discrimination.

**WORKINGS CONDITIONS**

**Work Environment:**

1. Office environment.
2. Constant interruptions.

**Physical Demands:**

1. Extended viewing of computer monitor.
2. Hearing and speaking to exchange information in person or on the telephone.
3. Dexterity of hands and fingers to operate a computer keyboard.
4. Sitting for extended periods of time.

Board Approved: 2/28/17

Salary Range: 95 (title and duty change from Help Desk Operator)

EEO Category: 2B3 – Technical/Paraprofessional