

Senior Help Desk Technician

Purpose Statement

The job of Senior Help Desk Technician is done for the purpose/s of installing, upgrading and configuring workstations within the District; resolving complex software problems; developing and delivering technical instruction; assisting other department staff in resolving issues; setting passwords and security levels; and resolving hardware and network malfunctions.

This job reports to Technology Administrator

Essential Functions

- Administers district policies regarding use of computers and data access (e.g. updating virus software, setting passwords, etc.) for the purpose of ensuring compliance with district policy and departmental guidelines.
- Develops user job aids and on-line library of supplemental instructions (e.g. pop-up notices; dropdown subjects and options, etc.) for the purpose of enhancing staff ability to utilize computer software applications.
- Installs a variety of software applications and hardware (e.g. print drivers, scanners, etc.) for the purpose of ensuring availability for use by District personnel.
- Interacts with the District network (e.g. connectivity, etc.) for the purpose of installing, configuring and troubleshooting work stations.
- Maintains workstation and server functionality (e.g. install patches and/or upgrades; image/ workstations; support Active Directory, etc.) for the purpose of ensuring availability of desktop and server functionality for all users.
- Maintains a variety of manual and electronic files and/or records (e.g. permission levels, network identification, security access, licenses, work logs, etc.) for the purpose of documenting activities, providing reference and audit trails.
- Participates in various meetings (e.g. workshops, department meetings, training sessions, faculty meetings, etc.) for the purpose of conveying and/or gathering information required to perform job functions.
- Performs initial and/or complex software and hardware set-ups (e.g. installation, testing, configuring, assigning passwords, security clearances, imaging, etc.) for the purpose of meeting the computer processing needs of the users.
- Prepares a variety of written materials (e.g. procedures, documentation, reports, memos, letters, etc.) for the purpose of documenting activities, providing written reference, and/or conveying information.
- Provides training to department staff and end users (e.g. general computer use, software applications, etc.) for the purpose of ensuring the efficient use of computers and/or software application.
- Researches a variety of complex IT industry issues and trends (e.g. software releases, hardware upgrades, advances in technology, etc.) for the purpose of recommending standardized applications in accordance with the district's technology goals.
- Responds to requests from department staff and district personnel (e.g. help requests, repairs, training, upgrades, application help, technology problems, etc.) for the purpose of providing information, scheduling appointments and/or referring to alternate resources.

- Troubleshoots complex user issues (e.g. questions about application software, connectivity issues, peripheral malfunctions, etc.) for the purpose of providing immediate assistance to users for problem resolution.

Other Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: teaching technical topics to non-technical audiences; adhering to safety practices; planning and managing projects; and gathering information to diagnose problems.

KNOWLEDGE is required to perform basic math, including calculations using fractions, percents, and/or ratios; read technical information, compose a variety of documents, and/or facilitate group discussions; and solve practical problems. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: current generation and legacy computer operating and networking systems (e.g. Windows, MAC, etc.); computer hardware/network and troubleshooting techniques; network security; and office application software.

ABILITY is required to schedule activities and/or meetings; gather, collate, and/or classify data; and use basic, job-related equipment. Flexibility is required to work with others in a wide variety of circumstances; work with data utilizing defined and similar processes; and operate equipment using a variety of processes. Ability is also required to work with a wide diversity of individuals; work with similar types of data; and utilize a variety of types of job-related equipment. Problem solving is required to analyze issues and create action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is significant. Specific ability based competencies required to satisfactorily perform the functions of the job include: developing effective working relationships; communicating with persons with diverse technical knowledge and skills; providing clear instructions; and setting priorities.

Responsibility

Responsibilities include: working under limited supervision using standardized practices and/or methods; leading, guiding, and/or coordinating others; operating within a defined budget. Utilization of some resources from other work units may be required to perform the job's functions. There is a continual opportunity to significantly impact the organization's services.

Work Environment

The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling, some stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 80% sitting, 10% walking, and 10% standing. The job is performed in a generally hazard free environment and in a clean atmosphere.

- Experience:** Job related experience with increasing levels of responsibility is required.
- Education:** Community college and/or vocational school degree with study in job-related area.
- Equivalency:**

Required Testing

Alcohol and Drug Test

Continuing Educ. / Training

Continuing Education Requirements
Maintains Certificates and/or Licenses

Certificates and Licenses

Driver's License & Evidence of Insurability

Clearances

Criminal Justice Fingerprint/Background Clearance

FLSA Status	Approval Date	Salary Grade
Exempt		P Senior Help Desk Technician

