

## **Help Desk Technician**

### **Purpose Statement**

The job of Help Desk Technician is done for the purpose/s of installing, upgrading and configuring workstations within the District; 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.
- 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 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.
- 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.
- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.
- 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.

### **Job Requirements: Minimum Qualifications**

#### **Skills, Knowledge and Abilities**

SKILLS are required to perform multiple, technical tasks with a need to occasionally upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: operating standard office equipment using pertinent software applications; planning and managing projects; preparing and maintaining accurate records.

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: business telephone etiquette and pertinent software applications.

ABILITY is required to schedule activities; 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 standardized methods. Ability is also required to work with a wide

diversity of individuals; work with similar types of data; and utilize job-related equipment. Some problem solving may be required to identify issues and select action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is moderate to significant. Specific ability based competencies required to satisfactorily perform the functions of the job include: being attentive to detail; establishing and maintaining effective working relationships; communicating with persons with diverse technical knowledge and skills; maintaining confidentiality; and working with frequent interruptions.

**Responsibility**

Responsibilities include: working under limited supervision following 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 have some impact on the organization's services.

**Work Environment**

The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling, some stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 0% sitting, 0% walking, and 0% standing. This job is performed in a generally clean and healthy environment.

**Experience:** Job related experience is required.

**Education:** High school diploma or equivalent.

**Equivalency:**

**Required Testing**

Post Offer Physical Exam

**Continuing Educ. / Training**

**Certificates and Licenses**

**Clearances**

Criminal Justice Fingerprint/Background Clearance

**FLSA Status**

Non Exempt

**Approval Date**

**Salary Grade**

M Help Desk Technician