

HELP DESK TECHNICIAN

DEFINITION

Under supervision of the Director of Technology and Information Systems, to provide technological support for the District's data systems, including SASI.

ESSENTIAL FUNCTIONS

Provides support and assistance to users throughout the District, including remote control of user systems.

Provides technical support for word processing, spreadsheet and database applications, including SASI software systems.

Escalates unsolved trouble calls to appropriate technical personnel based on established escalation criteria.

Creates and maintains user and group e-mail accounts, as needed.

Assists with system administration in terms of user account and print queue maintenance.

Assists with the processing of data for educational and business programs, such as student enrollment, schedules, testing, budget/accounting, and inventory stores.

Maintains system trouble call and work order databases.

Types correspondence, fills out purchase orders, and performs other clerical duties as required.

Assists in the documentation and recording of procedures, programs, and tasks.

May be called to assist in on-site system support activities.

Other duties as are reasonably related to the position.

QUALIFICATIONS:

Knowledge of:

Principles, capabilities, and operation of microcomputers and related equipment; technical support practices including methods of inquiry, testing, and problem resolution; applications and application suites; principles and a general understanding of local and wide area networks.

Ability to:

Communicate effectively (orally and written) with individuals and groups; give oral presentations; organize and work independently; teach computer skills to others; work cooperatively with others and gain their respect and confidence; analyze and identify software and hardware problems; effectively use manuals to solve problems; communicate effectively with software/hardware vendors to identify and resolve problems; physical ability sufficient enough to lift computer equipment (computers, monitors, printers).

Experience:

Minimum of two years experience in operation of personal computers, peripheral equipment, and desktop applications in a local area network environment; public relations skills with the ability to provide user support and technical assistance.

License

Possession of a valid California driver's license and insurance. This position requires the use of the employee's personal vehicle.

Approved: 9/16/99