HELP DESK/SUPPORT ASSISTANT

DEFINITION

Under general direction, provides software, hardware, media/multimedia and telephone support. This position focuses on service to faculty and staff, forwarding requests for technical expertise to the appropriate individual, and requires timely responses, attention to detail and clear documentation. Performs related duties as required or assigned.

CLASS CHARACTERISTICS

Responds to software and hardware problems at all levels and provides creative and accurate solutions; documents and forwards requests for media services and/or equipment; communicates effectively orally and in writing. Assists in training of faculty and staff on software and hardware utilization; provides creative and accurate solutions in the use of specialized equipment and software. Provides help over the phone, via e-mail and in person for mainframe applications, PC hardware, software, data communications, telephony, and media/multimedia. Independence of action within established guidelines is an expectation for this position.

This class is distinguished from the specialist level in that the latter provides technical support in an area of specialty. It is further distinguished from the technician level in that the latter is an experienced level position providing technical support in the installation, configuration, repair and use of computer hardware and software.

EXAMPLES OF DUTIES (Illustrative Only)

- Answers, records, and routes to appropriate personnel, requests for assistance (E)
- Interviews caller regarding the specific nature of their request, evaluates stated problems, set appropriate priorities within guidelines, communicates effectively, and provides help over the phone, via e-mail and in person (E)
- Acts as the point of initial contact; provides assistance in the resolution of user and support issues and provides research and resolution to problems, responds to questions received via telephone calls and electronic mail in a timely manner; forwards requests for telephone services or moves/adds/changes (E)
- Assists in the training of faculty and staff and others in the use of specialized equipment, which may include computer hardware, software, scanners, and digital cameras (E)
- Acquires and maintains current knowledge of relevant product offerings and support policies in order to provide technically accurate solutions to computer/telephone/course management system and multimedia users (E)
- Provides for follow up on reported problems (E)
- Attends training sessions; may assist in facilitating training workshops including setting-up, installing, maintaining and servicing equipment, materials and supplies used (E)
- Maintains records of services provided (E)
- Maintains information library of software systems (E)
- Assists in updating reference manuals (E)
- Maintains relevant warranty information on software and hardware (E)
- Participates in team projects that enhance the quality or efficiency of service (E)
- Researches, resolves and responds to complex questions (E)
EXAMPLES OF DUTIES (Cont’d)

• Provides support on access to electronic services (E)
• Leads students or other help desk staff, provides technical orientation and day to day guidance in the provision of service (E)
• May coordinate materials, equipment, facilities and supplies for classes, workshops, orientations and meetings; may assist instructors in scoring tests and examinations
• May gather and compile data and prepare reports
• May assist in the transportation, loading and unloading, and installation of computers and related equipment at various college locations
• May coordinate loan program from computer hardware and training resources
• Performs related duties as required or assigned

(E) = designates essential functions

QUALIFICATIONS

Knowledge of:

• Use of standard office equipment including computers
• Basic computer principles and concepts PC and MAC applications, operating systems
• Networking principles
• Leading industry software packages for word processing, database management, spreadsheets, HTML editing, image editing and course management systems
• Hardware technology for MAC and PC operating systems
• Workplace safety issues related to the use of computers
• Standard office practices and procedures
• Telephone techniques and etiquette
• Familiarity with telephone equipment and voice mail
• General knowledge of media/multimedia equipment used in colleges
• Record keeping techniques
• Effective interpersonal and communications skills

Skill in and ability to:

• Operate standard office equipment, including computers and peripheral equipment
• Clearly and effectively present technical information and issues, both orally and in writing, to both technical and non-technical staff
• Read, analyze and interpret technical manuals, procedures and instructions
• Communicate effectively, both orally and in writing, using tact, diplomacy and patience
• Troubleshoot and repair basic systems and application functions and maintain system operations
• Provide for follow up on reported problems
• Prioritize and schedule work
• Train others, over the phone, via e-mail or in person, in the use of computer software and hardware at the level appropriate to this function
• Exercise sound judgment within policy and procedural guidelines
• Understand and follow oral and written directions
• Establish and maintain effective working relationships with those contacted in the course of the work
Other requirements:

- Must be able to safely lift and move boxes and equipment weighing up to 40 pounds and to move heavier equipment with assistance
- Must be able to crawl, bend, stoop, and work in small spaces, and walk and stand for extended periods of time
- Must be willing to work days, evenings, and weekends at various college locations
- Specified positions may be required to safely operate a college cart for the delivery of computers and equipment to various college locations
- Specified positions may be required to possess (at time of hire) and maintain a valid California driver’s license and a safe driving record in order to drive a vehicle, including college carts

NOTE: Specific positions may require or desire bilingual skill in a designated second language.

Education and experience:

A typical way of gaining the knowledge, skills and abilities outlined above is:

   Equivalent to high school and one year successful experience involving a variety of computer applications, telephone equipment and/or media/multimedia equipment and demonstrated ability to deal effectively with a wide variety of people both orally and in writing. Strong skills in one area may substitute for other areas.

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