

IT Technical Job Classification

IT Job Title: Associate Help Desk Specialist

State Job Title:

Classification: T630

Pay Grade:

Job Summary

Provides computer software support to the faculty, staff and students in a timely manner by solving problems related to microcomputer operations, software utilization and network access. Uses the telephone and e-mail at the Help Desk to support the campus community by instructing users on installing and solving hardware and software problems. Supports wireless setups for students on their laptops.

Essential Duties:

- Under close supervision is assigned initial contacts for users requesting support for microcomputers, software and hardware and network problems.
- Assists in identifying specific problems with application programs, operating systems for the purpose of providing effective solutions.
- Uses the telephone and e-mail for communication to the user.
- Consults via e-mail and telephone with users and other Information Service personnel to resolve problems.
- Assists users and students with the acquisition of User ID's and passwords.
- Provides technical and administrative duties relating to the documentation of help desk calls and tracks each call until the problem is solved or turned over to a PC Specialist.
- Performs other duties as required

Education

Requires working knowledge of procedures and the completion of formal training in a computer technical school for over 18 months beyond high school is required. An Associate degree in Information Technology is preferred and a combination of education and work experience is acceptable

Experience

This position requires a person who has very good computer knowledge, good communication skills, and knowledge of Microsoft's office systems and problem solving skills. Works under close supervision

Leadership

None required