CLASS TITLE: IT HELP DESK SUPPORT SPECIALIST

BASIC FUNCTION:

Under the direction of the Manager – Network and Technical Support Services, provides customers with first-level technical assistance, problem solving, and support related to computer systems, software, applications, or hardware; responds to inquiries; determines and implements solutions; creates and routes customer requests for service or problem resolution; responds to customers regarding the status of their requests; tracks activities and outcomes; and escalates more complex requests for troubleshooting to the IT Help Desk Support Specialist - Senior or other appropriate groups.

REPRESENTATIVE DUTIES:

The following duties are examples of assignments performed by this classification. It is not a comprehensive list of duties, nor is it restrictive regarding job assignments.

ESSENTIAL DUTIES:

Provides first-level desktop support for users; troubleshoots computer problems or errors and determines appropriate resolution; assists with usage and configuration of various desktop applications; applies operating system updates/patches as needed; identifies software incompatibilities and implements fixes; sets and configures application, network printing and scanning, software; removes malware and virus infections as needed.

Receives requests from customers for service or problem resolution; creates, maintains, and prioritizes records of service requests and routes to appropriate staff for action; tracks the progress of service and problem resolution; contacts customers regarding the status of their requests; and responds to user questions concerning hardware, software, and operating system questions.

Manages assigned software security including Active Directory, Exchange Admin Console, and Office 365 for the SCCOE domain; creates, modifies, disables and/or updates accounts, contacts, and distribution lists; looks up account information; assists with password resets; troubleshoots software installation and configuration problems.

Performs system support activities in areas related to network access, spam filtering, file server and shared folder connectivity and permissions, web conferencing, and remote collaboration applications.

Configures smart phones and tablets for e-mail and wireless network access; troubleshoots email and calendar syncing problems and provides support for basic connectivity issues.

Manages, guides, and assists users with registration, enrollment, and problem-solving in a multifactor authentication platform.

Performs voicemail configuration and password reset activities; sets up and schedules phone conferences; configures phone system announcements; utilizes help desk phone queues for incoming requests; assists with setup of auto attendants for departments as needed.

Trains users on best practices related to computer and software usage; gives guidance on Laserfiche, phone and voicemail usage; provides phone support and training for various software applications and online tools; explains proper use of computer or mobile devices.

Attends in-house trainings, user group meetings and conferences, presents technical instruction and guidance at new staff orientation sessions, provides technical support for SCCOE-sponsored events including assistance with audio-visual computing peripherals and web conferencing equipment.

Prepares and maintains records, reports, and lists related to assigned activities; maintains related files; processes a variety of forms with accuracy and attention to detail; documents problem resolutions; and creates knowledgebase articles.

OTHER DUTIES:
Performs related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Information system terminology, concepts, functions, policies, and procedures.
Computer hardware and peripheral equipment, computer operating systems, computer security principles and software.
Troubleshooting, testing, and diagnostic procedures.
Modern office methods, practices, and procedures.
Proper use and operation of equipment, software packages, system applications, word processing, spreadsheet, and other related software.
Interpersonal skills including tact, patience, and courtesy.
Oral and written communication skills.
Training methods and techniques.

ABILITY TO:
Identify problem areas or situations, evaluate problem causes and take appropriate action to resolve or escalate problems identified.
Learn and apply appropriate procedures with assigned area of specialization.
Analytically and logically evaluate information.
Learn and utilize highly specialized software applications and ITSM ticketing systems.
Communicate effectively in both oral and written form.
Work comfortably with IP and Telecommunication Relay Services and interpreters to assist customers with disabilities.
Attend to the needs and expectations of customers; learn operations and systems and prioritize customer requests according to established guidelines.
Organize and prioritize assigned tasks to meet established schedules, timeliness, and/or deadlines.
Exercise discretion when dealing with confidential information.
Maintain current knowledge of end-user hardware and software products.
Verify the accuracy of detailed data in a timely and effective manner.
Prepare routine reports and perform mathematical calculations accurately.
Work independently with minimal supervision.
Use and operate standard office and information systems equipment.
Establish and maintain cooperative and effective work relationships through honesty, adherence to principles, and personal accountability.
Model communication and interactions that respect and include individuals of diverse backgrounds.

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EDUCATION AND EXPERIENCE:

Any combination equivalent to: two years of college-level coursework in computer science, information technology or related field and two years of end-user support experience preferably using ITSM processes and tools.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:
Indoor environment.
Evening or variable hours.
Driving a vehicle to conduct work.

PHYSICAL DEMANDS:
Hearing and speaking to exchange information and make presentations.
Dexterity of hands and fingers to operate computer keyboard.
Seeing to perform assigned activities.
Sitting for extended periods of time.
Bending at the waist, kneeling, or crouching.

Approved by the Personnel Commission: January 8, 2014
Revised: 09/08/21

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Marisa Perry   Date: 09/08/21
Director III – HR / Classified Personnel Services