

SANTA CLARA COUNTY OFFICE OF EDUCATION

CLASS TITLE: IT HELP DESK SUPPORT SPECIALIST – SENIOR

BASIC FUNCTION:

Under the direction of the Manager – Network and Technical Support Services, works independently to provide customers with high-level technical assistance, problem solving, and support related to complex computer systems, software, applications, or hardware; responds to inquiries and problem escalations; determines and implements solutions; creates and routes customer requests for service or problem resolution; acts as liaison with customers regarding the status of their requests; tracks activities and outcomes; and may lead, guide, train, coordinate, and organize the work of IT Help Desk Support Specialists.

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:

Leads, guides, trains, and coordinates the activities of front-line help desk support specialists; provides high-level desktop support for users; troubleshoots complex computer problems and determines appropriate resolutions; and coaches less-senior staff in process, procedure, and problem resolution.

Assists with selection, usage, and configuration of various desktop applications; trains others through demonstration and documentation of processes; works with other teams to escalate and identify software incompatibilities; investigates and implements fixes; sets and configures application, network printing, and scanning software; and removes malware and virus infections as needed.

Receives requests from less experienced staff 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; acts as customer liaison regarding the status of requests; and responds to user questions concerning hardware, software, and operating systems.

Manages assigned software security including Active Directory, Exchange Admin Console, and Office 365 for the SCCOE domain; creates, modifies, disables, and/or updates user accounts, contacts, and distribution lists; performs advanced, sensitive, and confidential user account management functions; creates queries regarding account information utilizing power shell scripts; assists with password resets; and troubleshoots complex software installation and configuration problems.

Tracks, analyzes, reviews, and assigns service desk tickets; follows up on unresolved requests and incidents; documents progress and resolutions in service desk system; creates knowledge base articles for common help desk questions and their resolutions; creates dashboards and provides training in the ITSM tool for other departments and users.

Provides more advanced e-mail support services; configures email clients on computing devices, tablets, and smart phones; resolves complex calendar setup and synchronization problems; researches and

troubleshoots email connectivity issues; and determines reasons for bounce-back messages and applies appropriate solutions.

Performs voicemail configuration and password reset activities; sets up and schedules phone conferences; configures phone system announcements; manages help desk phone queues to track and assign incoming requests to appropriate staff; and configures auto attendants for departments.

Develops training materials and 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; and explains proper use of computer or mobile devices.

Participates in continuous process improvement activities related to the ITSM service desk system and utilizes ITIL processes, procedures, and principles to deliver value to the organization and customers.

Performs advanced support activities and troubleshooting in areas related to end user network connectivity; Laserfiche configuration issues; file server and shared folder access and permissions for both cloud-based and on-premise file storage and synchronization; and supports and utilizes web-based collaboration applications.

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

Trains users on best practices related to computer and software; 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 and leads in-house trainings, user group meetings and conferences; develops and presents technical instruction and guidance in 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 knowledge base articles.

OTHER DUTIES:

Performs other 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 and software, and computer security principles.

ITIL and ITSM principles and practices.

Troubleshooting methodologies, and diagnostic testing tools and software.

Modern office methods, practices, software, operating systems, and procedures.

Proper use and operation of equipment, software packages, system applications, word processing, spreadsheet, and other related software.

Defining, assessing, and improving operational processes and workflows.

Interpersonal skills including tact, patience, and courtesy.
Oral and written communication skills.
Training methods and techniques.

ABILITY TO:

Identify problem areas or situations and take appropriate action to resolve, research or escalate problems to appropriate teams.
Learn and apply appropriate procedures within assigned area of specialization.
Analytically and logically evaluate information to determine appropriate actions and solutions.
Apply technical knowledge to the job at hand and share with less experienced staff.
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.
Exercise discretion when dealing with confidential information.
Attend to the needs and expectations of customers; learn customer operations and systems; and prioritize customer requests according to established guidelines.
Organize and prioritize assigned tasks for yourself and others to meet established schedules, timeliness, and/or deadlines.
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.
Delegate and share responsibility, authority, and accountability with less experienced staff.
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 all individuals and their languages, abilities, religions, and cultures.

EDUCATION AND EXPERIENCE:

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

LICENSES AND OTHER REQUIREMENTS:

Valid California driver’s license.
Preference may be given to individuals who hold an ITIL 4 or ServiceNow Fundamentals certification(s).

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: September 8, 2021



Marisa Perry
Director III – HR / Classified Personnel Services

Date: 09/08/21