VENTURA COUNTY COMMUNITY COLLEGE DISTRICT

CLASS TITLE: INFORMATION TECHNOLOGY HELP DESK ASSISTANT

BASIC FUNCTION:

Under the immediate supervision of an assigned supervisor, serves as initial point of contact and provides first-level help-desk support relative to computer hardware, software, telephone, and network issues.

REPRESENTATIVE DUTIES:

Serve as the initial point of contact and receives, documents, and coordinates problems reported to the Help Desk; troubleshoot and resolve first-level hardware, software, and peripheral problems, and refer more complex problems to higher-level support staff; advises and assists end users with technical issues related to computer hardware, software, and peripherals. \( E \)

Assist with basic set up and installation of software, operating systems, patches, and peripheral equipment; diagnoses hardware malfunctions; moves computers and peripheral equipment as needed for users; documents procedures for installs as required. \( E \)

Assist users with troubleshooting login problems and resetting passwords. \( E \)

Conduct individual training in the use of productivity tools, e.g., word processing, spreadsheet, email, calendar, publication, and database applications. \( E \)

Receive and record trouble call ticket information (customer information and problem description) into the help desk tracking system for logging and support, and inform the customer when the problem is resolved. \( E \)

Compile and prepare statistical and narrative reports from a variety of sources. \( E \)

Provide general clerical support for the assigned department, including composing correspondence scheduling appointments, processing mail, creating equipment requisitions, preparing minutes for distribution to appropriate personnel, tracking purchases and expenses, and maintaining complex files and records. \( E \)

Monitor annual software license maintenance agreements and vendor contracts to ensure they are evaluated and renewed prior to expiration. \( E \)

May be required to provide help desk service to faculty and students in support of distance learning programs or initiatives.

Perform related duties as assigned.

\( E = \) essential duties

Established October 2009
KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Modern computer systems and software packages, including word processing, database, spreadsheet and desktop publishing
General methods and procedures of operating computers and related peripheral equipment
Standard operating manual instructions and help file structure, sufficient to enable quick and accurate diagnosis of problems
Methods of data compilation, maintenance, and reporting
Correct English usage, grammar, spelling, punctuation, and vocabulary
Common methods of scheduling meetings, workshops, and conferences
Principles of customer service and proper telephone etiquette

ABILITY TO:

Operate computers and peripheral equipment
Present technical concepts to a non-technical audience
Communicate effectively, both orally and in writing
Diagnose technological problems and take appropriate corrective action
Query databases, technical manuals, and web-based resources to identify additional resources as needed
Establish and maintain effective working relationships with others
Understand, interpret, and apply technical material, rules, procedures, and policies
Plan and organize work independently with little direction
Keyboard/type at a speed necessary for successful job performance
Maintain confidential information
Exercise discretion in the dissemination of information

EDUCATION AND EXPERIENCE:

Any combination equivalent to:

Education: Graduation from high school or evidence of equivalent educational proficiency, preferably supplemented by courses in computer science or business information systems.

Experience: Six months of experience providing technical support in the use of computer operating systems.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment

PHYSICAL ABILITIES:

Hearing and speaking to exchange information
Dexterity of hands and fingers to demonstrate software applications use and to operate a computer keyboard
INFORMATION TECHNOLOGY HELP DESK ASSISTANT (continued)

Sitting and operating a keyboard to enter data into a computer terminal for extended periods of time
Seeing to read and review documents
Reaching to retrieve and file records

HAZARDS:

Extended viewing of a computer monitor
Extended use of keyboard and mouse