

EL CAMINO COMMUNITY COLLEGE DISTRICT

CLASS TITLE: HELP DESK CONSULTANT

BASIC FUNCTION:

Under the direction of an assigned supervisor or director, assist users of all skill levels in person or by using other assistance technologies, answer a wide variety of questions concerning hardware and software operation and follow up to ensure customer satisfaction. Serve as the primary user/customer contact and liaison between end users and Information Technology Services staff regarding voice and data technology. Maintain a database of work requests and problem resolutions.

REPRESENTATIVE DUTIES:

Troubleshoot basic computer problems, general Internet and application issues for users in person or by using other assistance technologies.

Recommend or perform minor remedial actions to correct problems based on knowledge of systems operation.

Explain installation, modification, and how to make minor repairs to hardware and software systems. Refer more complex issues, problems, and repairs to appropriate support staff.

Diagnose computer communication problems for customers using college resources.

Escalate user problems to appropriate Information Technology Systems staff or supervisors as needed.

Track user problems and inform the user of the status.

Provide assistance to other Information Technology Services staff.

Distribute dial-in access instructions and software to users.

Gather and publish statistical information regarding Help Desk functions on a regular basis.

Create, update, and maintain service desk software work requests with documentation for future inquiries.

Answer and record in service desk software and resolve basic hardware and software problems by walking end-user through simple procedures and processes for resolution of Software, LAN, WAN, PC, and Telephone difficulties.

Coordinate on-site technical support for emergency status calls when software and/or equipment failures occur.

Notify end users of major network or application software system difficulties and provide divisions with status updates of estimated down time.

Provide assistance and instructions for first-time customers.

Help maintain the District's service desk software.

Perform other related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Hardware and associated peripherals (printers, scanners, video, etc.)

Operating systems configuration and problem solving methods

Office automation fundamentals, operating systems, and applications such as Windows, Microsoft Office, Mac OS, and Internet browsers.

Data system terminology used in job documentation and systems communications.

Emergency procedures related to system malfunctions.

Problem-solving techniques with the ability to assist end users.

ABILITY TO:

Communicate effectively orally and in writing to record data, convey ideas, facts, and information effectively and accurately to faculty, students, staff, and the general public.

Use telephone directories and other resources to quickly locate telephone numbers and related information.

Maintain professionalism and discretion when working with extremely sensitive private or security information (system access, passwords, employee and/or student personal data, etc.)

Ask clear questions, elicit desired information, listen actively, and demonstrate understanding.

Organize and prioritize work and identify and use potential sources of data.

Establish and maintain effective working relationships.

Maintain restraint and keep calm when faced with interpersonal conflict.

Distinguish between important and trivial details.

Identify what information is needed by others for effective actions.

Ability to learn new and/or changing hardware, software, and support technologies.

EDUCATION AND EXPERIENCE:

Equivalent to two years of course work from an accredited college or university and one year of responsible experience working with computer applications, operations, and systems or four years of relevant technical support experience.

WORKING CONDITIONS:

Lift and carry up to 25 pounds.

Long periods of standing and sitting.

Extensive use of the telephone.

Move from one location to the other.

Classified Salary Range 30

Revised and Board Approved: September 8, 2015