Redlands Unified School District

HELP DESK TECHNICIAN

DEFINITION
Under general supervision, provide technical software, hardware, and network problem resolution to District computer users by performing question/problem diagnosis and guiding users through step-by-step solutions in a call center and/or on-site environment; clearly communicate technical solutions in a user-friendly, professional manner; provide one-on-one, end-user training as needed; assist Computer Technicians; troubleshoot network printer problems; pass more complex end-user problems on to Computer Technicians; conduct hardware and software inventory database maintenance and reporting; and perform other related work as required.

ESSENTIAL FUNCTIONS
Identify, diagnose, and resolve level one problems for users of the servers, personal computer software and hardware, District network, the Internet and new computer technology in a call center and/or on-site environment; communicate solutions to end-users; provide one-on-one end-user problem resolution over the phone for District approved PC and Macintosh software; deliver, tag, set up, and assist in the configuration of end-user PC and Macintosh desktop hardware, software and peripherals; diagnose and resolve end-user network or local printer problems, PC and Macintosh hardware problems and mainframe e-mail, Internet dial-in, and local area network access problems; coordinate timely repair of PC and Macintosh computer equipment covered by third party vendor maintenance agreements; perform minor desktop hardware repair for PC and Macintosh computer equipment and peripherals that are not covered by third-party vendor maintenance agreements; help install local area network cabling systems and equipment such as network interface cards, hubs and switches; assist Network Technicians in creating materials for end-user frequently asked questions, and other related functions; and other duties as assigned.

EMPLOYMENT STANDARDS

KNOWLEDGE AND ABILITIES
Knowledge of:
Desktop operating systems, various software applications, and basic hardware for the PC and/or Macintosh;
Principles and theories of network systems and management;
Internet technologies and products;
Basic understanding of electrical safety procedures;
Effective telephone skills and techniques;
Customer Service.

Ability to:
Deliver technical customer support over the phone in a call center environment;
Identify, troubleshoot, and resolve a wide range of technical, computer-related problems;
Make the distinction between Level One and Level Two end user problems;
Identify, evaluate, and solve end-user workstation problems;
Support and train end-users in a wide range of software applications, as needed;
Read, understand, and apply complex technical information;
Master new computer technology;
Communicate effectively in oral and written form;

Ability to (continued):
Establish and maintain an effective working relationship with those contacted in the course of work;
Relate effectively with racially and ethnically diverse staff, students, and community.

Skills:
In some positions where typing is less than 25% of the job function, the typing requirement may be waived at the discretion of the District administration.

EDUCATION AND EXPERIENCE
Education:
Completion of the twelfth grade and supplemented by coursework and additional training in the use of computers, software, peripherals, and the various systems currently in use in the district.
One year college level coursework and Microsoft Certified Professional certification desired.

Experience:
One year providing end-user phone and/or on-site support for current PC and/or Macintosh desktop and application software OR one year installing, upgrading, troubleshooting, and repairing personal computers in a network environment. Previous customer service experience strongly desired.

REQUIRED LICENSES AND/OR CERTIFICATES
This classification requires the use of a personal or District vehicle while conducting District business. Must possess a valid and appropriate California driver's license, an acceptable driving record, and qualify for insurability with the District's insurance carrier.

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS
Strength:
Work may involve lifting, carrying, pushing and/or pulling of objects weighing up to 75 pounds with frequent lifting of objects that weigh up to 50 pounds; physical dexterity in limbs and digits necessary to operate hand tools and power tools used in the electronic trade; ability to bend, stoop, climb, grasp, and reach.

Working Conditions:
Must be able to sit for prolonged periods of time in front of a computer. May require a significant amount of walking during the course of the work day.

Pre-placement Physical: Class I

01/07