



JOB DESCRIPTION
Helpdesk Assistant



Reports to:	Director of Information Technology	Employment Group / Salary Range:	Classified Range I
Dept:	Information Technology	FLSA:	Non-exempt
Annual Work Days:	261	Formal Review Date: Board Approval Date:	8/23/23 9/11/23

PRIMARY FUNCTIONS

Under general supervision, performs Helpdesk support services; provides first point of contact for staff and students requiring facilities maintenance or technical support; troubleshoots and resolves or routes Helpdesk tickets to appropriate staff for in-person or higher-level technical or maintenance support; provides administrative support in department operations including maintaining support documentation and tracking and reporting inventory; and performs related duties as assigned.

ESSENTIAL DUTIES & RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

- Triages and tracks incoming staff and student requests via phone, email, intranet or chatroom; performs a wide range of troubleshooting and information-gathering actions following established procedures; resolves basic issues such as password resets and standard equipment and software use issues.
- Creates work order tickets in work tracking system and routes tickets to other Information Technology or Maintenance staff for resolution; generates reports from work tracking system.
- Documents all user requests including problems and resolutions; communicates progress of work on incoming problems and keeps users updated on problem-resolution status.
- Assists with routine one-on-one user support for logins, password resets, limited device and software troubleshooting.
- Prepares and maintains a variety of records related to support requests, computer equipment maintenance and repair, inventory control, software and licensing.
- Provides administrative support to the Director of Information Technology; assists with the acquisition of quotes, the preparation of proposals and bid specifications for the procurement of information technology equipment, goods and services; processes purchase orders; maintains department calendars and filing systems.
- Assists in maintaining Helpdesk support web pages, online knowledge base of past problems and solutions, and other user support tools.
- Collect, track, and report fees related to device repairs and device insurance program.

- Performs related duties as assigned.

QUALIFICATIONS

Education and Experience:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Graduation from an associate degree program with major course work in computer science, information systems or a related field, and one year of experience in customer service or computer help desk services, preferably in an academic environment; or an equivalent combination of training and experience.

Licenses, Certificates and Other Requirements:

- A valid California driver's license and the ability to maintain insurability under the District's vehicle insurance program may be required in some assignments.
- Speak, read, write in Spanish

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Customer service and telephone techniques and etiquette.
- Personal computers and the usage of standard software and hardware, internet and common browser operations and email.
- Standards, methods, practices and techniques for troubleshooting and triaging system, computer software/hardware problems, and device errors and failures applicable to assigned help desk responsibilities.
- Helpdesk services, program goals, objectives, policies, procedures and practices.
- Methods and procedures of recordkeeping.
- Modern office practices, procedures and equipment including computers and applicable software programs.
- Safe work practices; occupational hazards and standard safety procedures.

Skills and Abilities to:

- Obtain accurate and complete information from users, in person and by phone, to identify their needs and problems and develop responses, solutions and referrals.
- Screen and assess requests, evaluate alternatives and recommend or adopt effective courses of action in accordance with established policies and procedures.
- Respond calmly, tactfully and accurately to administrators, staff and students in a high-demand environment with many interruptions.
- Learn new computer and technical support information quickly and convey it to others.

- Understand the complexity and needs of a variety of maintenance requests.
- Organize, set priorities and take initiative in areas of responsibility with limited supervision.
- Interpret, explain and apply District, departmental and administrative policies, procedures and practices, ensuring consistency and a high degree of accuracy.
- Communicate effectively, both orally and in writing.
- Understand and follow written and oral instructions.
- Operate a computer and use standard business software.
- Establish and maintain effective working relationships with all those encountered in the course of work.
- Understand and be sensitive to and respectful of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of students, faculty, staff, and community.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Physical Demands:

While performing the duties of this class, employees are regularly required to talk or hear, in person and by telephone; stand and walk for prolonged periods; use hands to repetitively finger, handle, feel or operate objects, tools, computers or controls; climb a ladder and occasionally work in high, precarious places; stoop, kneel, crouch or crawl; and regularly lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, use of both eyes, depth perception and the ability to adjust focus.

Mental Demands:

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret situations; use math and mathematical reasoning; observe and interpret people and situations; learn and apply new information and skills; perform highly detailed work; work on multiple, concurrent tasks; work with frequent interruptions and under intensive deadlines.

WORKING ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Employees work under typical office conditions subject to frequent public contact and interruption and to intermittent exposure to individuals acting in a disagreeable fashion.

The employee may be required to travel to locations other than assigned work site and to adjust to work schedule changes and requirements to work overtime.

EMPLOYEE CERTIFICATION OF JOB DESCRIPTION

I hereby acknowledge I have read and understand the content of this job description. I have had the opportunity to ask questions and have those questions answered about the general duties and responsibilities of this job. I understand that the job description may be revised from time to time in the future by the Patterson Joint Unified School District Governing Board in consultation with my professional association as needed and where applicable.

I understand and agree nothing in this job description should be construed as a contract of employment. My employment with the Patterson Joint Unified School District is contingent upon execution of a signed contract approved by the board of trustees. Continued employment is subject to my adherence to board policy, state and federal laws, the collective bargaining agreement between my association and the district where applicable, and my performance evaluation.

I further acknowledge that it is my responsibility to notify my supervisor immediately in the event I may need reasonable accommodations to perform the primary functions, general duties and responsibilities, or the physical, mental and social requirements of this job.

Employee Signature

Date

Name Printed