

RIVERSIDE UNIFIED SCHOOL DISTRICT

CLASS TITLE: HELP DESK ASSISTANT (RANGE 29)

BASIC FUNCTION:

Under the direction of an assigned supervisor, the Help Desk Assistant will provide initial level technical support for all District computer applications, voice over Internet Protocol (IP) telephones and computer hardware.

REPRESENTATIVE DUTIES:

Provide first level technical support for hardware issues and computer applications including district developed programs and any future District standard applications. *E*

Assist in the installation, configuration and troubleshooting of hardware and application software both on site and remotely via remote control software. *E*

Provide support and training in the use of the district telephone system. *E*

Assist help desk analysts with their assigned work orders as needed. *E*

Assist personnel conducting customer training on the use of software applications used by district personnel. Development of training materials as required.

Log problems, actions taken and final resolutions into the Help Desk management system. *E*

Assist in the evaluation and testing of new application programs. *E*

Provide coverage of telephones to answer technical questions and enter work requests into automated work order system. *E*

Perform all responsibilities within the guidelines of District policies, regulations, and procedures.

Notify management of potential problems before they occur and communicate possible solutions.

Perform other duties as assigned.

KNOWLEDGE AND ABILITIES:

Knowledge of:

Riverside Unified School District Student and Administrative Systems.

Riverside Unified School District voice over IP telephone system and equipment.

K-12 Public School operations and procedures.

Customer support techniques and procedures.

Ability to:

Learn and adapt to changes in the technology industry.

Provide support for Network and Information Systems developed programs and tools.

Analyze user needs and develop effective technical solutions.

Communicate technical procedures and requirements to users.

Provide telephone coverage and technical support.

Utilize automated work order system to enter and manage work requests.

Work independently with little direction.

Diagnose and resolve computer applications problems.

Prioritize, set schedules, and meet timelines.

Respond appropriately to inquiries or complaints from customers.

Learn and interpret District policies, procedures, and rules.

Maintain a professional customer service attitude.

Maintain effective working relationships with others.

Communicate effectively both orally and in writing.

Understand and follow oral and written directions.

Learn to use internal programs and tools.

EDUCATION AND/OR EXPERIENCE:

Two (2) years of college course work in computer related field of study, one (1) year experience providing computer applications support duties, or an equivalent combination of education and experience.

Experience with Windows based word processing and spreadsheet software.

LICENSES AND OTHER REQUIREMENTS:

Valid California Drivers License

Must have access to a vehicle with valid automobile insurance.

WORKING CONDITIONS:

Environment:

Office environment with some travel between District sites.

Drive a vehicle to conduct work.

May be required to use a personal vehicle.

May be required to use a District vehicle.

Physical Abilities:

Seeing to perform activities.

Hearing and speaking to exchange information.

Dexterity of hands and fingers to operate a keyboard.

Sitting for extended periods of time.

Hazards:

Exposure to electrical power supplies.