CENTRAL UNIFIED SCHOOL DISTRICT   **POSITION DESCRIPTION**

Position: Help Desk Technician   **Classification:** Classified
                                                       FLSA: Non-Exempt
Reports to: Site Administrator   **Range:** Classified Salary Schedule

EDUCATION AND EXPERIENCE
Any combination equivalent to: graduation from high school and two years experience at a school office site using related electronic computer equipment and software. Pass the clerical proficiency test at 70% and type 45 words per minute. Experience working in a customer service environment.

SUMMARY
Provide problem-solving assistance over the phone with end-users regarding the operation of computer software and hardware. Performs a variety of one-on-one help and troubleshooting on common software problems used for administration and education.

SPECIFIC RESPONSIBILITIES
1.   Handle phone calls from remote users with computer-related problems to determine a logical solution
2.   to their problem or refer the problem to the proper person.
3.   Documents help desk calls and assigns questions and solutions to a predetermined index that is accessible by others.
4.   Conduct training in basic, intermediate and advanced use of the student information database and other related database software.
5.   Instruct end-users on the use of personal computer software and hardware.
6.   Notify District system administrators and users as applicable in accordance with established procedures.
7.   Assist in establishing documentation standards for training and information services help-desk use.
8.   Performs a wide variety of clerical work, including typing, reviewing, proofreading, filing and the recording of data on records.
9.   Establishes and maintains a variety of files and records, which may contain confidential material.
10. Operates a variety of standard office machines and equipment.
11. Composes letters and memoranda independently.
12. Collects, assembles, binds and staples reproduced materials.
13. Receives sorts and distributes mail.
14. Perform related duties as assigned.

SPECIFIC QUALIFICATIONS
Knowledge of:
- Applicable software applications.
- Equipment operation related to a variety of automated equipment.
- Networks and their operation and applicable software.
- Analytical techniques to diagnose user problems and offer corrective action.

APPROVALS:
January 2003
Yovino

Ability to:

          -Communicate effectively on the phone by solving the majority of problems on the phone.
          -Operate and understand electronic computer equipment and software.
          -Use a number of different tools in solving phone problems.
          -Learn about the operations of different computer hardware and software to solve end-user problems.
          -Establish and maintain effective working relationships with end-users, co-workers and departmental officials.
          -Provide training to users in computer software and hardware.

PHYSICAL ABILITIES

Data processing office environment subject to constant distractions and interruptions.
Hear to accept calls; speaking to offer solutions for user problems.

APPROVALS:
January 2003
Yovino