MERCED CITY SCHOOL DISTRICT

CLASS TITLE: HELP DESK TECHNICIAN

BASIC FUNCTIONS:

Under the direction of the Director of Information Technology (IT), Operates a "help desk" by answering technology questions via the telephone, email or work orders. Provide first level technical support over the phone and email for all desktops, laptops, Chromebooks, tablets, mobile devices, printers, projectors, and document cameras along with software applications for those devices. The Helpdesk Technician will work closely with the IT staff and serve as the direct contact for district sites.

REPRESENTATIVE DUTIES:

Receives, classifies, and provides technical support, troubleshooting, and assistance to computer users on common-to-specialized computer and hardware and software problems.

Provide first level contact and convey technical resolutions to user issues over the phone and email.

Follow up with the user, provide feedback and see problems through to resolution.

Properly escalate unresolved issues to the next level of support.

Assists users with managing accounts and resetting passwords.

Manage the technology department help desk system including assigning and tracking tickets that cannot be resolved over the phone or remotely.

Use remote desktop screen sharing software to connect to user devices to troubleshoot and or guide users to resolve issues.

Prepare, process, and provide necessary paperwork both physically and digitally including; technology inventory, Purchase Orders, equipment checkouts, Quotes, shipping and receiving, and training documentation.

May conduct training of users in one-on-one, small group settings or recorded media to respond to requests or introduce new applications.

Maintains department appointments by scheduling calendars and projects for department personnel; arranging meetings, web conferences, and teleconferences. Inform staff of future projects and upcoming deadlines of current projects.

Maintains office supplies and inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies.

Maintains up-to-date knowledge in areas assigned and related areas of responsibility.

The employee is to adhere to federal and state regulations, Board policies and related regulations that pertain to the particular assignment.

KNOWLEDGE OF:

Desktop hardware, mobile devices and peripheral units, components and their connectivity in a wired or wireless environment, compute and network terminology, operating systems and applications.

Common office productivity software, intranet and internet access, operating systems, and specialized applications that support education.

Operating systems and data communications software.

Microsoft and Chrome Operating Systems, and Remote Connectivity.

Malware removal process.

Operating systems: Microsoft Windows, Mac OS, Mobile and tablet operating systems such as ChromeOS and iOS.

Methods and procedures of operating computers, mobile devices such as Chromebooks, iPads, laptops, tablets, projectors, and document cameras.

Installing, updating and troubleshooting tablet/mobile device apps as well as traditional Microsoft Windows desktop Software.

Computer maintenance for both hardware and software.

Personal computer workstations, remote software distribution, and data communications concepts, methods, and techniques.

Techniques and complexities associated with networks, the relationship and usage of various input and output components.

ABILITY TO:

Demonstrate sufficient writing skills to document and convey troubleshooting steps in easy-to-learn formats.

Provide excellent phone and email-based communication skills.

Learn new software and hardware programs.

Communicate both verbally and written in a highly effective and professional manner.

Work in a dynamic, fast-paced environment.

Coordinate and organize workload and workflow.

Respond to and resolve user problems and requests on a timely basis.

Document steps for troubleshooting and solving workstation (personal computer and software) and basic networking (data communication and remote software access) problems and solutions in a readable format.

Adhere to Acceptable Use Policies, Technology Agreements, policies, procedures and guidelines of the PCI IT Department.

Demonstrate problem-solving and excellent customer service skills.

EDUCATION AND EXPERIENCE

Bachelor's degree in a technology-related field or business-related discipline or Associates degree in Information Systems, Computer Science or related field; or an equivalent combination of education and experience.

One year of Help Desk/Operations experience preferred.

WORKING CONDITIONS

ENVIRONMENT:

Office environment; fast-paced work; constant interruption;

PHYSICAL ABILITIES:

Dexterity of hands and fingers to operate a computer keyboard; hearing, speaking and seeing to exchange information to accomplish assigned tasks of the job; sitting or standing for extended periods of time; Communicate over the phone, digitally, or in person; seeing to read and write reports; reaching overhead, above the shoulders and horizontally, kneeling, crouching or bending at the waist; ability to lift 60 pounds.

Legal Reference: California Education Code, Sections 44660-44664
Policy Adopted: April 12, 2022