CLASS TITLE: **TECHNOLOGY CUSTOMER HELP DESK TECHNICIAN**

DEFINITION: Under general supervision provides centralized service and support to computer users; provides support to computer users accessing the district's centralized computer system and/or microcomputer systems, stand alone and networked; analyzes, troubleshoots, and provides solutions to routine problems; instructs users in the use of computers, software and peripherals; schedules and dispatches repair work, and performs related work as required.

EXAMPLES OF DUTIES: Receives and logs software and hardware trouble calls from school site and central office users; provides problem identification, problem analysis, and solutions to routine problems; documents details of the more complex problems for analysis and resolution by others; works with staff and repair technician to solve problems; maintains working knowledge of system software features and procedures and their application by the user including application software, gateway software, LAN software, and operating system; maintains working knowledge of system hardware including stand alone and networked microcomputers, terminals and microcomputer workstations, optical mark scanners, printers, and tape drives; assists in identification and development of changes and enhancements to system and procedures; coordinates, schedules and dispatches service calls from district computer users regarding hardware and software problems, this will involve the analysis of problems with various software packages installed in the district's microcomputers; maintains detailed service call repair logs and documentation; provides service/status updates to computer users; prepares reports and correspondence as needed; maintains equipment inventory; assists in the development of user manuals and learning materials; performs related duties as assigned.

DESIRABLE QUALIFICATIONS:

Training and Experience: Any combination equivalent to graduation from high school and college level coursework in computer science or computer information systems. A minimum of one year paid experience working with: MacIntosh users, IBM microcomputer users and local area networks, and hardware maintenance support vendors; experience in user support of Word Perfect Suite, Microsoft Office, Microsoft network-related packages, Novell network support or Windows NT server support, DOS, Windows and Macintosh operating systems; or an equivalent combination of training and experience.

Knowledge of:

- Minicomputers, stand-alone, and networked microcomputers, mainframe-connected personal computers, and related software
- Principles and practices of installation and operation of information systems and related equipment
- Concepts and specifics relating to use of mainframe and Windows computers
- Use of Microsoft Office and Word Perfect software
- Microcomputer and networking operating systems, word processing, spreadsheets, presentation software, office automation software, data bases, and desktop publishing
- Internet browsers and Internet access

- Appropriate English usage, spelling and grammar

Ability to:
- Support, coordinate and respond to district computer users' trouble calls
- Describe technical problems to technical staff or outside technical support agencies
- Diagnose complex problems involving multiple hardware and software problems
- Operate microcomputers with a high degree of proficiency using the following software applications: word processing, spreadsheet, desktop publishing, or data base
- Diagnose problems over the telephone or internet
- Describe solution steps to non-technical users over the telephone
- Troubleshoot network problems and remedy them
- Communicate clearly and effectively in both oral and written form
- Read technical manuals and develop training materials and documentation from them
- Maintain effective working relationships with staff, users, administrators and vendors
- Maintain records
- Work under pressure
- Use automated knowledge bases from multiple vendors

Licenses and Certificates:
- A valid California driver's license is required.