# INFORMATION TECHNOLOGY SERVICES SUPPORT TECHNICIAN, HELP DESK

**Reports to:** Information Technology Services Support Supervisor
**Division:** Administrative Services

**Our ideal candidate**
You deliver exceptional customer service and timely problem resolution while communicating clearly and patiently. You excel at diagnosing and resolving common technical issues and take pride in supporting others with professionalism and care. You're comfortable supporting a range of devices, technologies, and operating systems (including VOIP and mobile); adapt quickly to changing tools; and document your work accurately to support a responsive IT service environment.

**General description**
Under general supervision, provides first-level (Tier 1) technical support for hardware, software, and network issues across SBCEO programs and departments, ensuring that users receive consistent and reliable technology support.

**Specific duties and responsibilities**
- Respond to Help Desk requests for user support for software, hardware, networking, and peripheral issues received via phone, email, and ticketing system; deliver phone-based and remote technical support to school and office locations; troubleshoot and support a variety of desktop and mobile end user devices; escalate issues as required; document support cases, resolutions, and steps taken.
- Log user needs and feedback related to emerging issues and technologies to inform IT service improvements; identify and communicate recurring issues, trends, and ineffective workflows to supervisor, including opportunities for automation.
- Install, configure, and maintain approved applications and devices.
- Assist in maintaining accurate inventory of equipment and devices.
- Participate in user training and platform onboarding activities as assigned; support users in adopting new digital tools such as onboarding systems, smart forms, and knowledge bases.
- Participate in testing and deployment of support tools (e.g., chatbots, automated ticket categorization, virtual agents); provide input on the usability and performance of pilot support technologies.
- Perform other related duties as assigned.

**Requirements**
A typical way to qualify for this classification would be:

Education: Possession of a high school diploma or equivalent is required.

Experience: One year of experience providing technical support in a help desk or service desk environment, supporting both Windows and MacOS operating systems. Familiarity with mobile devices (iOS, Android) and basic network troubleshooting is also required.

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Equivalent combinations of training, education, and experience that provide the required knowledge and abilities will also be considered.

**Knowledge of:**

- Troubleshooting methods and procedures
- Principles and practices of customer service
- Windows, MacOS, and mobile operating systems
- Basic networking concepts (IP addresses, Wi-Fi, VPN, etc.)
- IT service management systems and documentation practices
- Modern office practices, procedures and equipment
- Standard office productivity software applications, including word processing, spreadsheets, and videoconferencing

**Ability to:**

- Learn County Education Office organization, operations, policies, rules and objectives
- Analyze problems and determine an appropriate course of action
- Diagnose and resolve routine technical issues across various platforms
- Use self-service portals, automated diagnostic tools, and AI-based troubleshooting platforms to assist users and improve resolution speed
- Communicate effectively with non-technical users
- Work independently and as member of a team
- Prioritize and accomplish multiple tasks and service requests
- Exercise tact, patience, and courtesy in interactions with others
- Understand and follow oral and written directions
- Meet response timelines
- Follow IT procedures and protocols to ensure data security and compliance
- Learn and apply new technologies and procedures
- Maintain confidentiality of sensitive information

**Licenses and certificates**

Possession of job-related certifications (e.g. CompTIA A+, Network+, Security+, or similar) is preferred.

Possession of a valid California driver's license and the use of a dependable vehicle are required. These requirements may be waived if the incumbent is able to perform their duties efficiently using alternative means of transportation.

**Working conditions**

This classification is considered generally sedentary. Most work is performed while sitting at a desk and involves extensive use of computers, telephones, and other office equipment.

Duties may occasionally involve lifting equipment weighing up to 50 lbs., but strenuous physical activity is not typically associated with this classification.

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The work is performed primarily in an office environment. The position may require occasional travel to district or site locations. Availability outside standard working hours may be required to support maintenance, upgrades, or emergency response.

**Series**
Information Technology

**Salary range 78**

*Approved by the Personnel Commission:* November 19, 2026