



## **HUMBOLDT COUNTY OFFICE OF EDUCATION**

### **INFORMATION NETWORK SERVICES HELP DESK TECHNICIAN**

#### **Job Summary**

Under immediate supervision of the INS Director, provide technical software, hardware and network problem resolution to all computer users by performing question/problem diagnosis and guiding users through step-by-step solutions in a call center environment; clearly communicate technical solutions in a user-friendly, professional manner provide; one-on-one end-user training as needed; assist other INS staff; troubleshoot network printer problems; conduct hardware and software inventory database maintenance and reporting; and perform related work as required.

#### **Examples of Duties**

The Help Desk Technician fields all Help Desk calls from the county user base and creates the initial record of the request; resolves all level one end-user problems over the phone and passes all level two requests on to a Desktop/Network technician; contacts third-party vendors for warranty service repair; identifies, diagnoses, and resolves level one problems for users of the mainframe, personal computer software and hardware, county/district/school network, the Internet, and new computer technology and communicate to end-users in a call center environment; delivers, tags, set ups, and assists in the configuration of end-user desktop hardware, software and peripherals; diagnoses and resolves end-user network or local printer problems, hardware problems and mainframe, e-mail, Internet, VPN, and Local Area Network (LAN) access problems; coordinates timely repair of computer equipment covered by third-party vendor maintenance agreements; performs minor desktop hardware repair for computer equipment and peripherals that are not covered by third-party vendor maintenance agreements; helps install LAN cabling systems and equipment such as network interface cards, hubs and switches; and assists Network Technicians in creating materials for end-user frequently asked questions (FAQs).

#### **Education and Experience**

Graduation from high school or comparable demonstration of basic competence and not less than one year of post secondary course work in computer science or comparable field of study. In addition, not less than one year providing end-user phone support for current desktop and application software or one year installing, upgrading, troubleshooting and repairing personal computers in a network environment.

## **INFORMATION NETWORK SERVICES HELP DESK TECHNICIAN**

Page 2 of 2

### **Knowledge of:**

- Desktop operating systems, various software applications and basic hardware for the PC and Mac as commonly used in school environments;
- Principles and theories of network systems and management;
- Internet technologies and products;
- Basic understanding of electrical safety procedures.

### **Ability to:**

- Deliver technical customer support over the phone in a call center environment;
- Identify, troubleshoot and resolve a wide-range of technical computer-related problems;
- Make the distinction between level one and level two end-user problems;
- Identify, evaluate and solve end-user workstation problems;
- Support and train end-users in a wide range of software applications as needed;
- Read, understand and apply complex technical information;
- Quickly master new computer technology including hardware and software applications;
- Maintain cooperative working relationships with colleagues, customers and vendors;
- Demonstrate sensitivity to, and respect for, a diverse population;
- Sit for prolonged periods of time operating a computer;
- Hear and speak sufficiently well to effectively engage in in-person, online and phone communication;
- Perform a wide variety of physical activities, such as, but not limited to, lifting heavy equipment (up to 50 lb. unassisted), bending, standing, climbing or walking.
- Proficient in writing technical documentations.

### **Special Requirements**

This classification requires the Help Desk Technician to periodically travel to/from remote worksites to perform duties. The use of a personal or county vehicle while conducting county business is generally expected. The Technician must possess a valid (Class C) California driver's license and have an acceptable driving record or have an approved ADA accommodation plan that insures the timely and efficient fulfillment of any on-site service that may be needed without dependence upon other HCOE staff for transport.

Range 35

Personnel Commission Approved: August 12, 2008