

## **ELK GROVE UNIFIED SCHOOL DISTRICT**

### **CLASS TITLE: COMPUTER SUPPORT HELP DESK SPECIALIST III**

#### **BASIC FUNCTION:**

Under the direction of the Regional Services Manager in Technology Services, staff the District's Technology Service Desk; serve as a technical resource to District personnel; log all service requests received over the phone or through e-mail into the District's help desk service call tracking system; assist customers with tier 1 troubleshooting and resolution of software and hardware problems over the phone and through the use of remote control software such as LANDesk; assign calls to field personnel as needed for cases requiring on-site support, advanced diagnostic testing and repair, or direct vendor assistance; provide assistance to walk-in customers at primary work location. Perform imaging and other software installations on computers physically at the service desk service location as time allows. This position also involves extensive administration responsibilities for the district-wide desktop management and call tracking applications.

#### **DISTINGUISHING CHARACTERISTICS:**

The Computer Support Help Desk Specialist III classification is responsible for serving as the first-level technical support and remote problem resolution for District personnel requiring assistance with technology used within the District, including network connectivity, server and access issues, desktop support, application support and telephony. All assistance is provided via phone, e-mail, walk-in, or through the use of remote control software. Cases requiring tier-2 or tier-3 support will be assigned to the correct functional team.

#### **ESSENTIAL FUNCTIONS:**

Serve as technical resource to District personnel; operate the Technology Support hotline; answer telephone calls; respond to inquiries and provide technical information, advice or referrals.

Log all service requests into the District's Help Desk service call tracking system. Record the problem description, including specific error messages and/or symptoms; any troubleshooting steps taken, and the result; and the solution, if applicable. Provide the case number to callers.

Provide tier-1 troubleshooting and problem resolution services; resolve basic or routine issues; escalate critical issues to tier-2 or tier-3 support staff or to management; assign service calls requiring on-site service to the appropriate team.

Provide training and technical assistance to Computer Support Help Desk Specialists I & II.

### **COMPUTER SUPPORT HELP DESK SPECIALIST III**

Follow-up on closed service requests to insure customer satisfaction.

Assist customers who come into the Technology Services Help Desk location for Computer Support issues.

Prepare and maintain a variety of records and reports related to assigned activities.

Perform level 2 and 3 administration functions for the HEAT call tracking system, including: adding new users; modifying validation tables; monitoring the system for calls that need to be assigned or closed; creating new call groups; adding escalation rules and automating routine tasks in HEAT.

Perform level 2 administration functions for the LANDesk Desktop Management System, including: reviewing LANDesk reports to insure standard naming conventions are followed; preparing software packages and patches for distribution via LANDesk; distributing prepared software packages and patches as needed.

Prepare and distribute pre-designed management reports as designated by the Regional Services Manager in Technology Services.

Operate a variety of office equipment including a telephone, fax machine, copier, computer and assigned software.

Consult with technical support regarding software and hardware related questions.

Maintain current knowledge of technological advances in the field.

Perform related duties as assigned.

### **DEMONSTRATED KNOWLEDGE AND ABILITIES:**

#### **KNOWLEDGE OF:**

Computer hardware systems, peripheral equipment, software applications and operating system languages utilized by the District.

Materials, methods and tools used in the installation, operation and repair of computer systems and applications.

Technical aspects of computer support.

Basic record-keeping and report preparation techniques.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

Modern office practices, procedures and equipment.

#### **ABILITY TO:**

### **COMPUTER SUPPORT HELP DESK SPECIALIST III**

Serve as a technical resource to District personnel.  
Troubleshoot and assist customers in resolution of basic hardware and software issues.  
Use proper phone etiquette.  
Evaluate and prioritize service requests in accordance with department standards.  
Develop and maintain excellent customer service skills.  
Document problems in writing in a clear, concise manner.  
Learn District organization, operations, policies and objectives.  
Learn policies and objectives of assigned program and activities.  
Communicate effectively both orally and in writing.  
Establish and maintain cooperative and effective working relationships with others.  
Maintain records and prepare reports.  
Understand and follow oral and written instructions.  
Meet schedules and timelines.  
Maintain current knowledge of technical advances in the field.  
Maintain consistent, punctual and regular attendance.  
Move hands and fingers to operate a computer keyboard.  
Sit for extended periods of time.  
Hear and speak clearly to exchange information.  
See to view computer monitor and read a variety of materials.

#### **EDUCATION AND EXPERIENCE REQUIRED:**

Any combination equivalent to: graduation from high school supplemented by college-level course work in electronics, computer repair, computer science or closely related field, 2-3 years experience in the customer service/telephone support industry supporting and/or repairing computers and peripheral equipment, and/or 2-3 years technical help desk experience.

#### **WORKING CONDITIONS:**

Office environment  
Heavy phones  
Constant interruptions  
Heavy computer use/data input