

## **ELK GROVE UNIFIED SCHOOL DISTRICT**

### **CLASS TITLE: SENIOR COMPUTER SUPPORT HELPDESK SPECIALIST**

#### **BASIC FUNCTION:**

Under the direction of the Chief Technology Officer or designee, serve as a technical resource to district personnel. Demonstrate knowledge of technology through both education and experience. Oversee the daily essential functions of the Helpdesk. Provide assistance and training to other members of the Helpdesk. Assist management with scheduling Helpdesk staff to ensure adequate coverage at all times. Log all service requests received via phone, voicemail, email, in-person walk-in, and through an employee self-service portal into the department ticketing and support tracking system software. Provide staff with assistance troubleshooting and resolution of hardware and software problems over the phone and via remote assistance software. Assist personnel with routine, uncommon, advanced and complex technology related tasks. Gather relevant information and assign tickets to other departmental groups for cases requiring on-site support, advanced troubleshooting, testing or repair. Install, update, and deploy software packages to computers or on devices dropped off via walk-in.

#### **Distinguishing Characteristics:**

The Senior Computer Support Helpdesk Specialist job classification is responsible for overseeing the essential functions of the Technology Services Helpdesk. Candidates are also responsible for providing first, second and third-level technical support for personal computing devices, related technology, hardware and software. Individuals in this position provide technical support and remote troubleshooting to District faculty and staff. The Senior Computer Support Helpdesk Specialist provides assistance with issues involving but not limited to, desktop computers, personal computing devices, telecom, software and applications, access and permissions. Computer Support Helpdesk Specialists field requests for support are made by staff via phone, email, walk-in / drop-off, or via a customer self-service portal. Senior Computer Support Helpdesk Specialists provide an escalation support path for calls received but not resolved by level one, two, and three Helpdesk Specialists. Cases requiring onsite support are assigned to an individual or functional team best equipped to provide technical support. Extensive administration responsibilities for district Information Technology Service Management, ticket and call tracking will be assigned to staff in this position.

#### **Essential Functions:**

Oversee and coordinate the essential functions of the Technology Services Helpdesk.

Provide technical assistance and training to other members of the Helpdesk.

Act as resource for level one, level two, and level three Computer Support Helpdesk technicians through problem-solving, research and mentoring.

Provide assistance and troubleshooting for complex problems requiring more in-depth or more time-consuming troubleshooting.

Through call escalation, work to help reduce tension in difficult or stressful situations using tact, empathy and professionalism.

Serve as a technical resource to District personnel, answering phone calls, email requests and other inquiries, providing technical information, advice and referrals.

Log all service requests and trouble tickets into the Technology Services Department's service management tracking system.

For each request, record the problem description including specific symptoms, errors or messages. Document troubleshooting steps taken, the result and solution (if applicable).

Provide case number to and other relevant information to the individual who made the request or submitted the trouble ticket.

Provide first, second and third tier troubleshooting, support and problem resolution services; resolve routine, uncommon and complex issues; escalate critical issues to management; assign service requests and trouble tickets requiring on-site service to the appropriate team.

Follow up on closed service requests to insure customer satisfaction.

Assist personnel with the setup, maintenance and troubleshooting of computer applications as directed.

Prepare instructional materials and documentation.

Prepare and maintain records and reports related to assigned activities.

Perform administrative tasks within the Technology Services Department's service management tracking system including monitoring calls that require follow-up, resolution and completion.

Perform administrative tasks using district configuration management software including deployment of software, packages, patches and updates.

Perform common hardware level service and repair for walk-in customers.

In coordination with management, develop and maintain standard practices and procedures for all essential Helpdesk operations.

In coordination with management, develop and maintain Helpdesk service management reporting.

Review and report on call resolution status, service level agreement compliance, and other key performance indicators.

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

Perform other related duties as assigned.

**DEMONSTRATED KNOWLEDGE AND ABILITIES:****KNOWLEDGE OF:**

Principles of configuration and maintenance of personal computing devices.

Operating systems such as Microsoft Windows, Google Chrome OS, Apple Mac OS and Apple iOS.

Common application software packages.

Computer hardware including desktop, laptop, tablet, and convertible devices.

Computer peripheral equipment including printers, monitors, and other equipment.

Computer networking including TCP/IP.

Enterprise backend including file, email and application servers.

Hosted services including the concepts of SaaS and cloud computing.

Record-keeping and report preparation techniques.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

Modern office practices, procedures and equipment.

Proper lifting techniques.

**ABILITY TO:**

Serve as a technical resource to District personnel.

Provide excellent customer service always having empathy and patience with faculty and staff.

Evaluate and prioritize service requests in accordance with department standards.

Work in a demanding environment with high ticket volumes.

Manage requests coming from multiple sources.

Provide assistance and support to other Computer Support Helpdesk Specialists.

Solve problems using logic and reasoning.

Troubleshoot personal computing devices including: Desktop, Laptop, Tablet, and Convertibles.

Assist personnel with setup, configuration and maintenance of computer software applications.

Learn District organization, operations, policies and objectives.

Learn Technology Services department policies and objectives.

Clearly communicate technical topics both verbally 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.

Work independently.

Meet schedules and timelines.

Prioritize, organize and schedule work.

Maintain current knowledge of technological advances.

Maintain consistent, punctual and regular attendance.  
Move hands and fingers to operate a computer keyboard.  
Hear and speak to exchange information.  
See to view computer and electronic device displays and monitors.  
Sit for extended periods of time.  
Bend at the waist, knee and crouch to perform repairs.  
Use proper lifting methods.

**EDUCATION AND EXPERIENCE REQUIRED:**

Any combination equivalent to: graduation from high school supplemented by college-level course work in electronics, personal computer technical support and maintenance, computer science, or closely related field and three or more years of experience in a customer service / helpdesk environment supporting personal computing devices and related equipment.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Office Environment  
Substantial telephone support  
Constant interruptions  
Heavy computer use / data input

**BOARD APPROVED:** March 5, 2019