

**COMPTON COMMUNITY COLLEGE DISTRICT
EL CAMINO COLLEGE - COMPTON COLLEGE**



HELPDESK TECHNICIAN

FLSA: NON-EXEMPT

POSITION DESCRIPTION:

Under the direction of the Director of Information Technology Systems, the employee receives assignments and is expected to carry them through to completion with substantial independence.

ESSENTIAL DUTIES/FUNCTIONS:

- Receives calls and personal inquiries regarding questions and problems associated with usage of basic-to-advanced computer software, input, and output of documents and data transmission to and from computer hardware.
- Resolves or assigns calls efficiently and facilitates distribution of calls to other staff
- Maintains a system for documenting help desk and repair request calls. May compile lists of questions and solutions to computer and software related problems, indexed in such a way that it facilitates consistent response by other Technicians and users.
- Instructs users in one-on-one situations, either in person or by telephone or other media, on the use of common business and educational software such as learning tools, word processing, spreadsheet, databases, and graphics.
- Develops and maintains up-to-date documentation supporting assigned and related areas of responsibility.
- Receives, verifies, and processes new user account requests. Contacts departments to verify names and arranges for training.
- Maintains activity records for production, troubleshooting, and changes.
- Contacts third party vendors for warranty repairs. Collects information on computer and technology related problems. Determines active warranties. Arranges with vendors for visitations, and dispatches non-warranty repairs to on-site technicians
- Operates peripheral data processing and other related equipment such as printers, terminals, and sorting equipment according to established procedures or instructions.
- Provides basic troubleshooting of user problems accessing databases, network, and email.
- Responds to requests and inquiries from system users. Provides training in data processing systems and report/data generation procedures and steps.
- Maintains currency of knowledge and skills related to the duties and responsibilities
- Performs other related duties as assigned.
- Use productivity tools such as Microsoft Office.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Basic computer hardware and software related to area of assignment.
- Basic operational characteristics of technology related to area of assignment such as to computers, mobile devices, audiovisual, network, and communication systems.
- Basic methods, tools and techniques of testing, troubleshooting, problem solving and maintenance of hardware and software related to computers, mobile devices, audio visual, network, and communication systems.
- Principles and practices related to area of assignment such as to computers, mobile devices, audiovisual, network, client server technologies, network operating systems, and communication systems.
- Principles and techniques of advanced troubleshooting related to area of assignment such as to computers, mobile devices, audiovisual, network, and communication systems.
- Principles and practices of project management and workflow process.
- Operating systems relevant to area of assignment.

ABILITY TO:

- Demonstrate interpersonal and communication skills in working with users to interpret and provide appropriate solutions.
- Perform recurring and time-dependent tasks.
- Explain and interpret the functions and capabilities of a computer to individuals not directly engaged in electronic data processing activities.
- Determine the needs of individual departments, and to work with other departments to schedule work.
- Operate computer equipment including mainframe and peripheral computer equipment generally associated with data processing operations.
- Identify errors and make appropriate corrections and perform minor maintenance on the equipment.
- Maintain productive and cooperative working relationships with others.

EDUCATION AND EXPERIENCE:

This position requires a high school diploma or the equivalent, plus three years of experience in a technical user support environment. Additional education in computer science, information services, or a related field is preferred and may substitute for experience.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 50 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.