HELP DESK REPRESENTATIVE		
DEPARTMENT/SITE: District Department	**SALARY SCHEDULE:** **SALARY RANGE:** **WORK YEAR:**	Classified Bargaining Unit 29 per 2023-2024 Schedule 12 Months (260 Days)
REPORTS TO: Chief Technology Officer or assigned supervisor	**FLSA:**	Non-Exempt

BASIC FUNCTION:
Provides initial technical assistance and support by telephone or other technologies to computer users for multi-platform mobile and desktop devices, standard/specialized applications, instructional software, and peripherals from a centralized help desk; and refers unresolved problems to other staff, as appropriate. The incumbents in this classification assist in supporting students by providing timely and effective technical assistance and troubleshooting, which directly supports student learning.

DISTINGUISHING CHARACTERISTICS:
Help Desk Representative serves as a first-line technical resource to support requests from computer users. **Help Desk Technician** responds to technical support calls from computer users and attempts to resolve issues remotely before an on-site service visit by a technician. **Computer Support Technician** is entry-level in the series and serves as a first-line, on-site technical assistance to staff. **Computer/Network Technician I** class is assigned the less complex client/server and workstation maintenance and the relatively routine network functions. **Computer/Network Technician II** class has responsibility for infrastructure i.e., routers, firewalls, network appliances, etc., and responding to the more technically complex, non-recurring problems occurring within a system-wide network and serves as a technical resource to the department staff.

ESSENTIAL FUNCTIONS, DUTIES, AND TASKS:
The following list of functions, duties, and tasks is typical for this classification. Incumbents may not perform all the listed duties and/or may be required to perform other closely related or department-specific functions, duties, and tasks from those set forth below to address business needs and changing business practices.

Provide customer service; answer telephones, emails, and help desk requests at a centralized help desk and conduct initial troubleshooting of requests for service; attempt to remotely resolve problems with application software and related equipment, such as printers, networks, wireless devices, telephones, voicemail, scanners, barcode readers and other equipment.

Prepare and/or receive and prioritize automated help desk requests; generate, distribute, and track work orders to technicians for unresolved problems or more immediate or complex service needs; accommodate emergencies or requests from supervisor, as required.

Maintain records of calls and help desk requests received for statistical analysis and for the development and planning of computer training classes; compile other department records and prepare reports related to software licenses, equipment inventory, maintenance, installations, warranties, and system defects;

provide status reports to supervisor, as needed.

Initiate and assign user rights for various applications, including email accounts, Enterprise Resource Planning (ERP), Student Information System (SIS), directory system, etc.

Maintain knowledge of updated versions of computer systems, peripherals, software applications, and emerging technologies.

Maintain a continuing collaborative relationship with users to ensure the implementation and maintenance of systems.

Communicate projects, problems, and solutions to District staff and technicians, as required.

Operate a variety of standard office equipment, including computers and assigned software.

Attend and participate in various meetings, workshops, and conferences.

Perform classification-related duties as assigned to ensure the efficient and effective functioning of the work unit and the District, including various mandatory District trainings.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Operation of multi-platform mobile and desktop devices, software applications, and peripheral equipment.
Computer hardware and software products.
Service management software.
Ethical handling practices for programs and stored information.
Data input and retrieval techniques.
Basic record-keeping techniques.
Basic math, including calculations using fractions, percentages, and/or ratios.
Current generation and legacy computer operating and networking systems.
Data processing and computer networking equipment, software, and systems applications, including software licensing.
Operating characteristics and capabilities of computer systems in a variety of County Office and School District environments.

ABILITY TO:
Provide basic technical support by telephone to users of computers, mobile devices, software applications, and peripheral equipment.
Quickly learn and effectively use software specific to District needs.
Maintain records and files.
Respond to emergencies without delay.
Establish and maintain effective and cooperative working relationships with others.
Communicate effectively with others by utilizing proper telephone etiquette and effective interpersonal skills including professionalism, tact, courtesy, and patience.
Translate technical terms to match the user's level of understanding.
Maintain a customer-focused attitude.
Meet schedules, timelines, and set priorities.
Communicate with diverse groups with varying degrees of technical knowledge, skills, and understanding.

Adhere to safety practices.
Compose a variety of documents.
Consider a variety of factors when using equipment.
Maintain current, up-to-date knowledge in the field of expertise.
Read and process a variety of manuals, and write documents following prescribed formats.

EDUCATION AND EXPERIENCE:
Any combination equivalent to: graduation from high school or equivalent, supplemented by college-level coursework in computer hardware and software applications or related field and at least six months experience in hardware and software applications in a network environment, including related equipment maintenance and repair.

LICENSES AND OTHER REQUIREMENTS:
Must possess a valid California driver's license and maintain qualification for automobile insurance coverage.
Driving a vehicle to conduct work.

WORKING CONDITIONS:

ENVIRONMENT:
The job is performed in a generally clean and healthy indoor office environment.
Frequent interruptions.

PHYSICAL DEMANDS:
Dexterity of hands and fingers to operate a computer keyboard and other office equipment.
Seeing to read and prepare a variety of materials, view a computer monitor for extended periods of time, and perform assigned activities.
Hearing and speaking to exchange information in person and on the telephone.
Sitting and/or standing for extended periods of time.
Reaching overhead, above the shoulders, and horizontally to retrieve and store files and supplies.
Bending at the waist, kneeling, or crouching to file, shelve, and/or retrieve materials.
Regularly lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds, with assistance.

HAZARDS:
Traffic hazards.

CLEARANCES:
Criminal Justice Fingerprint / Background
Tuberculosis
Pre-placement Physical and Drug Screen