

IT Help Desk Specialist

Purpose of Class: Performs work resolving end user issues; diagnoses hardware and software problems; assists users in resolving problems; may perform related work as required.

Distinguishing Characteristics

Level: First in a series of two

Work Direction Received: Works under close supervision

Direction of Others: None

Scope/nature of Discretion: Limited discretion; performs duties and exercises some independence within well-defined boundaries

Examples of Duties

Receives users' requests for technical assistance; documents users' requests; performs initial analysis of users' requests.

Follows through and ensures problem resolution and documentation to close support issues.

Analyzes requests and determines courses of action; instructs users on problem resolution and, as needed, promotes issues to senior-level staff.

Develops knowledge of application functionality.

Develops knowledge of department data and reporting software to respond to data requests.

Reviews and performs system functionality test prior to deployment.

Uses work request tracking system to input, document, and complete work requests.

Minimum Qualifications

~~Postsecondary coursework in computer science, or high school diploma or equivalent and two one years of related experience related to the essential functions of the position. Any equivalent education and/or work experience may be substituted in order to meet the minimum qualifications of the position.~~

Knowledge and Abilities

~~Applicants will be screened through written, oral, performance and/or other evaluations for the following:~~

Knowledge

- Customer service and customer support principles and methods
- Operating systems, utilities, and computer set-up

Knowledge (continued)

- Computer systems concepts; network concepts
- Network concepts (LAN-local area, WAN-wide area network, switching)
- User needs analysis

Abilities

- Exercise initiative and learn new software and web applications
- Identify and analyze important factors/conditions in order to recognize/apply understanding of interrelationships among various information technology functions and activities
- Communicate, both orally and in writing, information/ideas to others
- Read, listen, and understand written/oral communication from others
- Recognize problems and apply general rules to specific problems to arrive at logical conclusions
- Recognize and identify degrees of similarities/differences between individual characteristics
- Combine separate pieces of information, or specific answers to problems, to form general rules or conclusions
- Efficiently shift back and forth between two or more activities or sources of information (e.g., speech, sounds, touch or other sources)