



## Help Desk Technician II

Information Technology

IT/12

### JOB SUMMARY

This position performs specialized duties in support of a variety of college information technology functions. An incumbent in this position may be designated "Senior Information Technology Specialist."

### MAJOR DUTIES

- Provides information technology support to students, faculty and staff in person and by telephone; resolves hardware and software issues.
- Prepares and issues ID cards for students, faculty and staff.
- Assigns work order tickets.
- Keeps track of purchase order forms; processes financial and property clearance forms.
- Maintains department inventory database.
- Provides support for college websites.
- Troubleshoots and maintains printers and other peripheral devices.
- Provides network and server support.
- Manages the purchasing, servicing, installation and support of classroom technology.
- Provides technology support for campus events.
- Provides support for the operations of the campus computer lab.
- Supervises, schedules and trains student workers as assigned.
- Researches, evaluates and implements software.
- Provides support for the design and development of online courses.
- Trains faculty and staff in the use of hardware and software.
- Utilizes LANdesk management suite to support end users.
- Manages and oversees desktop support technicians.
- Performs related duties.

### KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of information technology computer systems and software.
- Knowledge of network and PC hardware.
- Knowledge of current network protocols, operating systems and standards.
- Knowledge of computer hardware, software and peripherals.
- Knowledge of technical documentation procedures.
- Knowledge of networking technologies and hardware.
- Skill in the operation of computers and job-related software programs.
- Skill in the operation of tools, components and peripheral accessories.
- Skill in the identification and resolution of a wide variety of hardware, software, and computer peripheral problems.
- Skill in the provision of customer services.
- Skill in oral and written communication.
- Skill in identifying and solving problems.
- Skill in effectively prioritizing and executing tasks in a high-pressure environment.
- Skill in working in a team-oriented, collaborative environment.

## **SUPERVISORY CONTROLS**

The supervisor assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

## **GUIDELINES**

Guidelines include hardware and software manuals, Board of Regents policies and procedures, and college policies and procedures. These guidelines require judgment, selection and interpretation in application.

## **COMPLEXITY/SCOPE OF WORK**

- The work consists of varied specialized duties. Frequent changes in IT standards and methods contribute to the complexity of the position.
- The purpose of this position is to perform specialized duties related to a variety of college information technology operations. Success in this position contributes to the efficiency and effectiveness of various college operations.

## **CONTACTS**

- Contacts are typically with co-workers, other college employees, vendors, contractors, and members of the general public.
- Contacts are typically to provide services, to give or exchange information, or to resolve problems.

## **PHYSICAL DEMANDS/ WORK ENVIRONMENT**

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, walking, bending, crouching or stooping. The employee frequently lifts light and occasionally heavy objects, climbs ladders and uses tools or equipment requiring a high degree of dexterity.
- The work is typically performed in an office or classroom.

## **SUPERVISORY AND MANAGEMENT RESPONSIBILITY**

This position will supervise three desktop support technicians. This position may also supervise student workers as assigned.

## **MINIMUM QUALIFICATIONS**

- Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.