

IS SERVICE DESK SPECIALIST

DEFINITION

Under direction, performs paraprofessional, technical and customer support duties related to troubleshooting, installing, configuring, and maintaining desktop computer, peripheral, software; receives, documents and resolves user help requests and provides hands-on technical assistance pertaining to software problems; assists users with questions regarding desktop system operations; and performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

This is the first level paraprofessional and technical class in the Information Systems Series within the Yosemite Community College District (YCCD). Incumbents utilize knowledge of information technology to make decisions and complete assignments. Incumbents in this class frequently interact with users in the course of their duties, providing technical support in resolving equipment and system access problems. Incumbents also perform a wide range of duties related to software support.

This class may be distinguished from the lower-level IS Service Desk Technician class because those classes perform journey level technical duties. This class may also be distinguished from higher-level Information Systems classes because incumbents in those classes preponderantly perform professional analytical duties that include system design, development, maintenance and programming.

SUPERVISION RECEIVED AND EXERCISED

Incumbents in this class work under the direction of a manager or senior manager, receiving supervision while working toward a definite objective that requires use of a wide range of procedures. An incumbent in this class does not directly lead or supervise other full-time employees, but may assign, direct and/or monitor the work of subordinate full time, part time, and/or student employees on a project or assignment basis.

ESSENTIAL DUTIES

- Instruct classes for staff on various software.
- Re-sets passwords and performs file maintenance.
- Configures and maintains computer accounts, security groups, profiles and group policies; as assigned, monitors security vulnerability and sets security parameters for labs/workstations and servers; installs security updates and patches.
- Check log for compromised email accounts; performs email trace; work with users to regain access.
- Assists information technology staff in the evaluation, selection, acquisition and implementation of computer hardware and software solutions; recommends microcomputers, software and peripherals to staff.
- Participates in the planning, development and preparation of operational procedures and performance objectives.

- Troubleshoots and diagnoses communication equipment problems as a functional operation of the HelpDesk services.
- Explains and demonstrates the use of new hardware/software, peripheral devices, network sharing, data backups, and other system functions; responds to questions regarding software/system purposes; Performs technical research on internal and external data, methods, mechanisms and processes; develops and runs computerized queries; tabulates and summarizes data; identifies trends and concerns; prepares routine summary reports.
- Independently responds to various inquiries and correspondence; prepares information and data requested for administrative review; may develop and prepare newsletters, visual presentations, flyers, and graphic materials; may update web pages.
- Attends meetings; may participate on committees and/or task forces.
- Provides first-level review and response to problems regarding desktop.
- Communicates with vendors as needed to identify and resolve technical issues.
- Assists staff by explaining and demonstrating the use of new hardware/software, peripheral devices, network sharing, data backups, and other system functions; responds to questions regarding software/system purposes, workflow issues and output needs; refers complex issues to other staff as appropriate.
- Recommends procedures and helps develop user instructions concerning desktop computer, peripherals, telecommunications and network procedures such as log-on directions, password maintenance, file sharing and data backups.
- May assist other information systems staff in developing alternative solutions to end user problems.
- Performs other related duties as assigned.

TYPICAL WORKING CONDITIONS

- Work is generally performed in an indoor office environment that includes frequent exposure to computer screens.

MINIMUM QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The knowledge and ability requirements are representative of essential duties. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the position.

Knowledge of:

- Technical methods, procedures, and techniques involved in supporting a local and wide area network, hardware and software application systems.
- Advanced principles and techniques of user support and customer service.
- Appropriate data processing techniques, networking, operating systems, peripheral equipment and software as used in the campus network.
- Operational characteristics of various computer systems and operating environments.
- Microcomputer software applications used on campus in business operations.

Ability to:

- Effectively and efficiently participate in the operation of a computer network operation.

- Provide prompt and appropriate customer service to system users.
- Understand and carry out oral and written directions.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of the work.

Licenses and Certificates:

- Depending upon assignment, a valid license to drive in California may be required.

Physical and Mental Standards:

- **Mobility:** ability to sit for long periods, move about an office, stand occasionally, reach above and below desk level.
- **Dexterity:** fine manipulation sufficient to operate a computer keyboard, handle individual papers, write and take notes.
- **Lifting:** frequent lifting of papers, files, equipment and material weighing up to 25 pounds.
- **Visual Requirements:** close vision sufficient to read files, documents, and computer screens and do close-up work; ability to adjust focus frequently.
- **Hearing/Talking:** ability to hear normal speech, speak and hear on the telephone, and speak in person.
- **Emotional/Psychological Factors:** ability to make decisions and concentrate; frequent contact with others including some public contact; frequent deadlines and time-limited assignments.

Education and Experience:

Any combination of education, experience and/or training that would likely provide the above-required knowledge, skills and abilities is qualifying. Typical background patterns that would provide the knowledge, skills and abilities are:

Pattern I

- Experience: Two years equivalent to an IS Service Desk Technician at YCCD.

OR Pattern II

- Education: Possession of an associate's degree from an accredited college or university, with major course work in computer science or a closely related field.
- Experience: One year performing information technology support for desktop computer, peripheral, telecommunications and/or other networked system hardware and software.

Special Requirements:

- None

Class Adopted: 03/01/09

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