IS SERVICE DESK TECHNICIAN

DEFINITION

Under general supervision, performs technical support and provides guidance and telephone support to end users regarding routine technical support matters; under direction, manages the call activity phone-system, reviews billing and contracts; provides switch board support operations and end-user support through the help desk; and performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

This is the journey level class in the Information Systems Series within the Yosemite Community College District (YCCD). Incumbents in this class perform the full range of duties involving support of desktop computer, peripheral, active directory, and other network system hardware and software. Incumbents utilize knowledge of information technology to make decisions and complete assignments. Although incumbents in this class may interact with users in the course of their duties, most interactions are over the telephone.

This class may be distinguished from the higher-level IS Service Desk Specialist because incumbents in that class preponderantly perform duties emphasizing advanced user and paraprofessional system/network technical support.

SUPERVISION RECEIVED AND EXERCISED

Incumbents in this class work under the general supervision of a manager or senior manager, working alone on routine or regular work assignments and checking with a supervisor on non-routine assignments or when in doubt as to the correct procedures to follow.

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

- Provides first-level review and response to problems regarding desktop issues.
- 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.
- Provides printer troubleshooting and installation.
- May assist other information systems staff in developing alternative solutions to end user problems.
- Adds new users as directed; monitors access.

- May perform technical administrative duties; maintains information system documentation; prepares reports, files, correspondence and other documents.
- Reviews, verifies and processes forms, applications and other documents based on applicable laws, regulations, policies and procedures; determines program or other eligibility and performs follow-up action as needed.
- Serves as a technical resource to others regarding areas of specialty; explains and interprets policies, regulations and operations procedures.
- 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.
- Enters, maintains, tracks, evaluates and presents complex data maintained in manual and/or automated systems.
- Prepares quotes, bids and purchase requisitions; receives and processes invoices.
- Establishes and maintains complex file and record systems.
- 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.
- 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:
- 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.
- Principles and practices of organization and administration, budget preparation and fiscal records keeping, supervision and training.
- Standard office methods, forms, and equipment.

Ability to:
- Provide technical support services across the campus.
- Operate any computer or peripheral equipment as assigned.

- Install, troubleshoot, repair and/or support personal computers and associated peripheral equipment.
- Maintain accurate inventory of computer hardware and software components.
- Understand and follow oral and written instructions.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of 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:
- **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. Completion of a certificate in computer science may also be acceptable.

- **Experience**: Two years performing a wide range of information technology repair duties, including one year that involved assembling, installing, configuring, maintaining, and repairing new and existing desktop computer, peripheral, and/or other networked system hardware and software.

Special Requirements:
- None

Class Adopted: 03/01/09
Class Amended: 7/1/2022