



JOB DESCRIPTION

JOB TITLE: Help Desk Technician	FLSA: Non-Exempt
Department: Information Technology	Date Reviewed: 11/8/17
Security Sensitive: Yes	Grade: B21
Reports To: Director of Information Technology	

Job Summary

Under the direction of the Director of Information Technology, this is an entry level position as it relates to the knowledge and ability to respond to initial telephone or email inquiries, trouble shooting, and managing relatively simple hardware, software, or network problems for software and systems supported by Galveston College. Provides assistance to students, faculty, and staff with computer systems, workstations, peripherals, computer applications, course software, and online course delivery systems. Receives general direction regarding routine matters and specific instructions regarding non-routine matters. Maintains records of incoming requests for assistance and responses given and/or services provided to facilitate a resolution.

Essential Functions

- Provides technical support to students, faculty, and staff regarding computer equipment, peripherals, and applications;
- Provides instructions and support for course software and delivery systems;
- Performs administrative functions, proper incident logging, status updates, knowledge base updates, and technical documentation required by performing job duties;
- Resolves procedural questions and problems or routes/escalates job tickets to training and systems analysis staff;
- Maintains the organization and upkeep of software media and corresponding licenses with assistance from the Desktop Support Technician;
- Assists the Desktop Support Technician and IT staff to maintain computer hardware inventory;
- Assists in the network/server support team as required with the College portal and the College's ERP system;
- Keeps abreast of policy, procedures, and changes to operation systems;
- Attends software training classes and participates in delivery of training as required to maintain current knowledge of software and systems supported by Galveston College;
- Provides feedback based on documentation of reported questions and problems as appropriate to improve the College's procedures and systems;
- Monitors and trains part-time Help Desk staff, including work-study students;
- Maintains confidentiality of information exposed to in the course of business regarding students, supervisors or other employees;
- Contributes to a safe educational and working environment by participating in all drills and training and being prepared to take action should a health or safety emergency occur;

- Requires the kind of teamwork, supervision, and personal interaction, that cannot be had in a home office situation; therefore, regular and predictable on-site attendance is a job requirement;
- Other duties as assigned.

Minimum Education, Skills and Abilities

- High School diploma and three years’ experience using personal computers in a Windows environment or an equivalent combination of education and experience;
- Preferred education, skills and abilities – High School diploma and a post-High School certificate of completion in a computer or information technology area and two years’ experience or an Associate’s Degree in a computer or information technology area with one year of work experience;
- Strong technical understanding of the various hardware, software, and networking systems supported by the College;
- Experience in customer service preferred;
- Problem solving and interpersonal skills, along with patience, a positive, calm, customer-friendly attitude and the ability to work with a team;
- Ability to communicate effectively both orally and in writing;
- Excellent telephone and customer service skills;
- Ability to exercise substantial judgment and work with limited supervision;
- Ability to work with a variety of personalities especially employees experiencing frustration with technology.

Work Environment / Physical Requirements

- Work primarily, but not exclusively, in a climate controlled environment. The position requires average agility, good vision, and hearing. Ability to lift and carry moderately heavy materials weighing up to approximately 25 to 30 pounds. Work may require sitting, near vision use for reading and computer use, lifting, stooping, bending, stretching, walking, standing, pushing, pulling, reaching, and other physical exertion.

Special Requirements

- Ability to meet a flexible work schedule including evenings;
- Must complete a Criminal background check prior to employment.

NOTE: The above statements are intended to describe the general nature and level of work being performed by the person assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, skills and physical demands required of personnel so classified.

APPLICANT: Are you capable of performing in a reasonable manner the activities involved in the job or application for which you have applied? _____

Signature

Date