CLASS SPECIFICATIONS

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

To serve as staff at the help desk and provide technical assistance to computer users for computer related problems; to document user calls and track trends to ensure quality customer service; and to provide administrative support to the Director, Information Systems & Services.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Director, Information Systems & Services.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS

Essential and other important responsibilities and duties may include, but are not limited to, the following:

**Essential Functions:**

1. Receive requests for assistance regarding computer related problems including hardware, software, printers and peripheral equipment; determine severity of problem and resolve or refer to appropriate staff member or contract vendor.

2. Document all user calls received including problems and resolutions; prepare reports on user support trends and user satisfaction; monitor reports for programming, network or support services; make necessary modifications to reports.

3. Maintain a plan for problem resolution; track problem assignments to technical resources and vendors; keep end-user updated on the status of problem resolution.

4. Create various forms, tables and spreadsheets for department functions; create and maintain mailing label databases.

5. Compile information and data for reports; assist in the preparation of statistical and narrative reports; conduct research as needed; inspect documents, forms and other materials for accuracy and completeness.

6. Maintain inventory and process supply orders; obtain price quotes and product information; order parts and supplies as required.
7. Attend and participate in professional group meetings; stay abreast of new developments in the field of information systems.

8. Monitor the assigned budget for approved expenditures; process expenditures and budget transfers; follow up on unpaid accounts.

9. Gather information regarding the use of fax machines, long-distance and local telephone services; monitor excessive use by District and report findings to Director.

10. Perform various administrative tasks for the Director; establish and maintain filing and record-keeping systems; screen and direct calls and visitors to appropriate personnel; maintain and schedule appointments and meetings; prepare a variety of correspondence, reports and forms.

**Marginal Functions:**

1. Provide back up in telephone switchboard operations; receive incoming calls and make station connections.

2. Perform related duties and responsibilities as required.

**QUALIFICATIONS**

**Knowledge of:**

Operational characteristics of computer equipment including main frame computers, laser printers and peripheral equipment.

Principles and practices of customer service.

Methods and techniques used in trouble shooting various computer application problems.

Principles and procedures of record keeping.

Principles of business letter writing and basic report preparation.

Modern office procedures, methods and equipment including computers.

**Ability to:**

Respond to requests and inquiries from District computer users.

Document and maintain accurate records on user calls and resolutions and prepare clear and concise reports.

Diagnose and resolve automated information problems.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Maintain physical condition appropriate to the performance of assigned duties and responsibilities.
Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Two years of increasingly responsible experience involving the operation and trouble shooting of automated information systems and associated computer applications.

**Training:**

Equivalent to the completion of the twelfth grade supplemented by specialized training in information system operation and trouble shooting or a related field.

WORKING CONDITIONS

**Environmental Conditions:**

Office environment; exposure to computer screens; extensive contact with faculty and staff.

**Physical Conditions:**

Essential and marginal functions may require maintaining physical condition necessary for sitting for prolonged periods of time; extensive use of computer keyboard; operating computer equipment.