



JOB DESCRIPTION

JOB TITLE: SENIOR HELP DESK SPECIALIST

REPORTS TO: Director, Help Desk

CLASSIFICATION: ESPA Staff – Class 28

HOURS: 10:30 AM TO 7:00 PM – Monday through Thursday

8:00 AM TO 4:30 PM – Friday

\$ 18.27 per Hour

SUMMARY:

The Senior Help Desk Specialist will fulfill Level 1 and Level 2 support requests in a professional, thorough and timely manner, proactively identify, develop and promote user support resources, provide on-site desktop support, and assist with media services requests as assigned. A qualified Senior Help Desk Specialist candidate will possess a strong customer service focus, be a good problem solver, have a genuine excitement about working with technology and users, and be able to work both independently and within teams.

ESSENTIAL DUTIES AND RESPONSIBILITIES: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed while in other cases related duties may also be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Primary

Perform all tasks and responsibilities with professionalism and a strong customer service focus.

Work with the organization's information systems stakeholders to identify the needs and requirements for using information technology to help achieve the organization's mission and goals.

Answer incoming user phone calls and e-mails and work with customers to provide a resolution to these issues. Analyze, diagnose, resolve and document reported issues and outages.

Determine severity, impact and nature of reported issues, relative to Help Desk operations and escalation procedures and ensure that all required information and updates are entered into the department's help desk ticket tracking system within the required timeframe.

Ensure all updates, clarifications, and closures are appropriately communicated back to the users in the required timeframe.

Assist the development and maintenance of the college's various computer labs and computing, instructional technology and media services equipment.

Provide on-site desktop and other IT-related support, as assigned.

Assist with college's various media services-type requests, as assigned.

Achieve and maintain a high percentage (85%+) of first call/touch problem resolution. Achieve and maintain a 100% calls logged rating.

Achieve and maintain a high (85%+) individual and team customer satisfaction rating.

Assist in maintaining IT asset records, as assigned.

Secondary

Create and reset user accounts and passwords, as required.

Proactively identify and develop supplemental user documentation and resources.

Participate in annual employee assessment and training programs. Attend and complete assigned training and instructional courses and materials.

Participate in all IT Department and college-level quality improvement initiatives.

Perform other departmental related duties as required.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills and abilities required to satisfactorily perform the essential duties and responsibilities.

EDUCATION and/or EXPERIENCE: Any combination of education and experience that demonstrates possession of the requisite knowledge, skills and abilities. A typical way to obtain these would be:

Associate's degree in a computer science-related field required (Bachelor's degree or higher is preferred) and experience commensurate to the position offered.

Position-related industry certifications (such as Microsoft Certified Desktop Support Technician, Microsoft Office Specialist certified, A+ certified, Network+ certified, Help Desk Institute certified) strongly preferred.

OTHER QUALIFICATIONS

Professional

Must have a strong commitment to and focus on providing customer service to the organization's information systems users in a proactive and professional manner.

Must have excellent interpersonal skills, written and verbal communication skills, problem solving and analytical skills, organizational and time management skills and be detail oriented and able to multi-task.

Must be dependable and able to work independently or as a member of a team.

Must have a strong excitement about working with information technology and a willingness to learn.

Must have transportation and be willing to travel, as assigned.

Technical

Must have a minimum of four years of professional experience working as a Help Desk Specialist or similar role.

Must have experience troubleshooting multiple IT-related systems through telephone support, remote access and desktop support.

Must have experience operating and troubleshooting commercial software (specifically, MS Windows XP, MS Office, MS Outlook) or setting up and repairing PCs.

Must have experience working in a Microsoft Active Directory and Exchange environment.

Experience maintaining computer labs and/or supporting IT users and infrastructure in a higher education environment is strongly preferred.

Strong understanding and demonstrable experiences with Jenzabar and/or Blackboard is a plus.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit. The employee frequently is required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand and walk. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. No special vision requirements.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee regularly works in indoor conditions and regularly works near video display. If the employee is required to work in the evenings and/or on the weekends, the terms of the current ESPA contract will be followed. The noise level in the work environment is usually quiet.

ESPA Staff Position – Senior Help Desk Specialist – Class 28

Non-Exempt

May 2007