CAJON VALLEY UNION SCHOOL DISTRICT

CLASS TITLE: HELP DESK TECHNICIAN

BASIC FUNCTION:

Under the direction of the Director-Technical Services, provide initial technical assistance and support by telephone or other technologies to computer users for multi-platform mobile and desktop devices, standard/specialized applications, instructional software and peripherals from a centralized help desk; refer unresolved problems to other staff, as appropriate; prepare and deliver training on district applications and operating systems.

DISTINGUISHING CHARACTERISTICS

Help Desk Technician responds to technical support calls from computer users and attempts to resolve issues remotely before an on-site service visit by a technician. Computer Support Technician is entry-level in the series and serves as a first-line, on-site technical assistance to staff. Computer/Network Technician I class is assigned the less complex client/server and workstation maintenance and the relatively routine network functions. Computer/Network Technician II class has responsibility for infrastructure i.e., routers, firewalls, network appliances, etc., and responding to the more technically complex, non-recurring problems occurring within a system-wide network and serves as a technical resource to the department staff.

REPRESENTATIVE DUTIES:

ESSENTIAL FUNCTIONS:

Initiate and assign user rights for various applications, including email accounts, Enterprise Resource Planning (ERP), directory system, etc.; provide technical programming changes and support related to telephone service.

Respond to emergencies without delay.
Work independently with minimal supervision.
Establish and maintain effective and cooperative working relationships with others.
Communicate effectively with others by utilizing proper telephone etiquette and effective interpersonal skills including professionalism, tact, courtesy and patience.
Translate technical terms to match the user's level of understanding.
Maintain a customer-focused attitude.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school or equivalent, supplemented by college-level coursework in computer hardware and software applications or related field and two years' experience in hardware and software applications in a network environment, including related equipment maintenance and repair.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license, ability to maintain eligibility for automobile insurance and use of private or alternative means of transportation is required.
Current A+ or Apple certification at time of hire.
Maintain up-to-date A+ or Apple certifications.

WORKING CONDITIONS:

ENVIRONMENT:
Office environment.
May be required to drive a vehicle to conduct work, trainings or meetings.

PHYSICAL DEMANDS:
Hearing and speaking to exchange information in person or by telephone, and to make presentations.
Dexterity of hands and fingers to operate a computer keyboard, mouse and other office equipment.
Seeing to view a computer monitor and read a variety of materials.
Sitting and/or standing for extended periods of time.
Sitting, standing or walking for extended periods of time.
Bending at the waist, kneeling or crouching to file and retrieve materials.
Reaching overhead, above the shoulders and horizontally.
Regularly lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.

CLEARANCES:

Criminal Justice Fingerprint/Background
Tuberculosis
Pre-placement Physical and Drug Screen