

**TEHAMA COUNTY DEPARTMENT OF EDUCATION
JOB DESCRIPTION
HELP DESK SUPPORT I**

DEFINITION:

Under direct supervision of assigned manager, this classification provides first level help desk computer support, including diagnosing and resolving end-user hardware and software issues over the telephone for Tehama County Department of Education.

ESSENTIAL FUNCTIONS AND JOB DUTIES:

Any one position may not include all of the listed duties, nor do all of the listed examples include all tasks, which may be found in positions within this classification.

- Answer help desk telephones to provide support to remotely diagnose, resolve or route end-user computer hardware, software and network access issues, including email, basic productivity and curriculum programs or other systems as identified.
- Resolve customer service issues on the first call.
- Route requests to appropriate personnel for repair and maintenance of computer equipment.
- Maintain help desk system and staff calendars.
- Work with customers for basic web support, postings, etc., along with web site basic maintenance.
- Schedule and document work assignments in accordance with policies and procedures using the work order system
- Coordinate and provide support for trainings and virtual field trips.
- Provide office training and basic in-service for various technology tools, i.e., video conferencing, basic office automation tools, etc.
- Invoice districts for the services performed under service agreements; create invoices; run billing reports and transfer of funds; run income reports and track district and county billable hours for transferring of funds from one district/department to IT.
- Coordinate meetings, ensure accurate and timely filing of time-sensitive documents, i.e., E-rate program.
- Maintain inventory records on all software and technology equipment.
- Accurately document messages.
- Perform a variety of duties such as answer telephones; receive shipments and sort mail; process forms and requests; process purchase orders, travel purchase orders, requisitions and invoices, maintain accurate records; and duplicate material.
- Perform additional tasks as assigned.
- Drive occasionally for department business (optional).

QUALIFICATIONS:

Any combination of education, training, and experience which demonstrates ability to perform the duties and responsibilities as described.

Experience and Training:

- Education: 2-4 year degree preferred
- Experience with office operations, including but not limited to bookkeeping, communication via email and formal letters, and experience organizing and coordinating work in busy office environment

Knowledge of:

- Computers and their office usage, i.e. M.S. Office, and general clerical and office operation procedures and communication.

Ability to:

- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships.
- Handle multiple line telephones in a busy environment.
- Work with others in a professional, cooperative, and productive manner.

- Learn basic computer troubleshooting skills and apply those to future technical issues.
- Employ a customer service approach and present information about technical issues clearly, both verbally and in writing.
- Follow verbal and written plans and technical instructions with minimal supervision and guidance.
- Prioritize projects and services to minimize user interruption and down time.
- Meet schedules and timelines.
- Utilize past experience to solve current issues and have an aptitude to learn various computer troubleshooting steps over time.
- Work flexibly with attention to detail and excellent customer service skills.
- Operate a variety of office equipment including a copier, fax machine, computer, and assigned software.
- Keyboard accurately at an acceptable rate.

Knowledge of:

- Basic computer operating systems including DOS; Windows 98/VP/Vista/NT Workstation; and Macintosh, software, FTP.
- Basic technical skills and aptitude to learn technology to help support IT staff and customers.

PHYSICAL DEMANDS:

The physical requirements indicated below are examples of the physical aspects that this position classification must perform in carrying out essential job functions.

Persons performing service in this position classification will exert 10 to 20 pounds of force frequently to lift, carry, push, pull, or otherwise move objects. This type of work involves sitting most of the time, but may involve walking or standing for brief periods.

Perceiving the nature of sound, near and far vision, depth perception, providing oral information, the manual dexterity to operate business related equipment, and handle and work with various materials and objects are important aspects of this job.

Reasonable accommodation may be made to enable a person with a disability to perform the essential functions of the job.

TERMS OF EMPLOYMENT:

Salary and work year to be established by County Superintendent.