

HELP DESK/OPERATIONS TECHNICIAN

DEFINITION

Performs a variety of technical and skilled tasks in the scheduling and operation of data processing equipment. Responds to and assists in the diagnosis of problems through interactions with users. Includes problem recognition, research, isolation and resolution of problems. Uses problem management database and other help desk systems.

DISTINGUISHING CHARACTERISTICS

This is the journey-level class in the Help Desk / Operations Technician series. Positions in this class are flexibly staffed and are normally filled by advancement from the lower class of Help Desk / Operations Technician Trainee, or when filled from outside the District, require prior help desk and operations work experience. Problems at this level are less routine in nature, resolutions are found in knowledge gained from increasing practical experience

Appointment to this class requires that the employee be performing substantially the full range of duties for the class. Positions assigned to this class may be distinguished from those in the trainee level by the higher level of applied knowledge and skill in computer applications and technology.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from appropriate manager.

Exercises technical or functional supervision over student assistants and/or clerical staff.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

Operate and monitor computer software and hardware; perform minor maintenance when necessary; report equipment problems or failures and provide necessary operations documentation.

Check reports for computer for errors; decollate, burst, copy, and distribute reports; sign checks. Maintain records of input/output information; deliver computer tapes to outside agencies

Set up operations schedule; create parameter cards.

Maintain tape library.

Order supplies and maintain inventory of computer paper and forms.

Maintain and update computer operations and program run documentation.

Responds to user questions and inquires through telephone, e-mail, oral and written forms of communication.

Assist users in resolving routine problems and answer routine questions.

EXAMPLES OF DUTIES (continued)

Identify user problems with software and hardware, research problems and instruct users in the resolution of problems.

Maintain database on problem management and utilize help desk systems to research and solve problems.

Perform additional job-related duties as assigned.

Knowledge of:

Principles and operations of computer systems and related equipment.

Principles of networking and personal computers

Basic Unix commands and file system

Ability to:

Operate computer systems and related peripheral equipment.

Communicate clearly and concisely both orally and in writing.

Respond to inquiries in a courteous, tactful manner.

Establish and maintain effective work relationships with those contacted in the performance of required duties.

Experience and Training:

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

Experience:

Two years increasingly responsible experience performing duties comparable to those assigned to a Help Desk / Operations Technician Trainee.

Education:

Completion of an Associate's degree in Computer Science or related field or equivalent experience in help desk/operations function. (Experience may be substituted for education on a year-to-year basis.)

PHYSICAL DEMANDS

The physical demands described herein 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 required to:

- Demonstrate sufficient vision to read printed materials including computer screen and electronic displays.
- Demonstrate sufficient close and distant vision, depth perception, and ability to adjust focus to perform the essential duties of this position.
- Demonstrate sufficient hearing to conduct face-to-face and telephone conversations.
- Speak in an understandable voice with sufficient volume to be heard within a normal conversational distance, on the telephone, and when addressing groups.
- Demonstrate ability to transport self to places necessary to perform job, including enclosed areas of building and on even and uneven surfaces.
- Demonstrate ability to occasionally lift and/or move up to 40 pounds.

continued

PHYSICAL DEMANDS (continued)

- Demonstrate the physical, mental and emotional stamina to perform the duties and responsibilities of the position.
- Demonstrate ability to input necessary data into computer terminal and/or create documents, and reports, to perform the essential functions of this position.
- Demonstrate an ability to speak clearly and communicate with others.

WORK ENVIRONMENT

The work environment characteristics described herein 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.

The working conditions are generally clean and quiet although occasional exposure to noise, dust, fumes will occur. A video display terminal, computer, FAX machine, telephone, and normal office equipment are used on a regular basis.