

YUBA COMMUNITY COLLEGE DISTRICT

CLASS TITLE: COMPUTER HELP DESK/OPERATIONS TECHNICIAN

BASIC FUNCTION:

Under the direction of an assigned supervisor, perform 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 interaction with users. Help desk functions include problem recognition, research, isolation and first-line problem resolution.

REPRESENTATIVE DUTIES:

Log and track user service requests by recording user requests, and producing reports on the status of requests; communicate with users concerning the status of requests; coordinate with department supervisors, technicians, and programmers concerning status of requests; periodically collect statistical survey data on user satisfaction with the technical services and user support provided by Information Systems. E

Provide assistance to users in the areas of operating software and hardware to include workstations (PCs and MACs), accessing services from the network, telecommunications, running workstation and network applications, etc. E

Assess telecommunication, computer and application usage problems which users report to the help desk and work with users to resolve them. Refer technical problems which cannot be resolved to the appropriate technical specialist. E

Provide individual and group training to support users in the use of technology. E

Provide office management and clerical support to the supervisor and department. E

Coordinate with supervisor to design, administer, tabulate, and produce reports from the periodic user satisfaction surveys. E

Identify patterns of user difficulties and suggest opportunities to improve applications and processes to increase the quality of service to users. E

Provide work direction to student employees as assigned. E

Order and maintain office supplies and equipment; prepare and process purchase requisitions according to approved procedures. E

Answer the phones and take messages for the staff of the department. E

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

PC and MAC hardware operation

Operating procedures and configuration of standardized software and network applications

Operating procedures (including the development of reports) for selected information systems in use by the district

Oral and written communications skills
Interpersonal skills using tact, patience and courtesy

ABILITY TO:

Learn operating procedures and practices of YCCD offices
Maintain currency of knowledge on selected hardware platforms and software applications acquired for use in the district
Independently provide computer and applications usage support
Perform detailed tasks with speed and accuracy
Analyze situations and exercise judgment in taking effective action
Understand and follow oral and written directions
Maintain records and written reports
Communicate effectively both orally and in writing
Work effectively with a diverse student/staff population
Establish and maintain cooperative and effective working relationships with others

EDUCATION AND EXPERIENCE: Any combination equivalent to an Associates in computer science or related field and two (2) years of experience using multiple computer application software; including, provide assistance to other computer users.

WORKING CONDITIONS:

ENVIRONMENT:

Typical office environment

PHYSICAL ABILITIES:

Hearing and speaking to exchange information in person or on the telephone
Seeing to read a variety of materials
Dexterity of hands and fingers to operate a computer keyboard
Sitting or standing for extended periods of time
Ability to lift up to 25 pounds