

<b>JOB TITLE</b>	<b>LEVEL</b>	<b>GRADE</b>	<b>JOB. NO.</b>
Help Desk/Support Technician I	E-2	03	722

### **DEFINITION**

The Help Desk/Support Technician serves as the frontline contact for the Information Technology Services (ITS) department for the resolution of IT issues. The position assists ITS administration with project management and departmental workflow. This technician triages issues reported to the ITS help desk, resolves reported issues, and/or assigns issues to appropriate staff via the ITS help desk system. The position reports to the Chief Information Officer.

### **EXAMPLES OF WORK PERFORMED**

- ◆ Serves as the department's first point of contact for students, employees, and vendors.
- ◆ Monitors help desk system to respond to, resolve and/or assign all issues reported to the help desk; coordinates assignment of help desk tickets as prescribed by the Chief Information Officer (CIO).
- ◆ Immediately informs the CIO or designee of exigent issues per guidelines provided by the CIO.
- ◆ Maintains a high level quality of user service standards in dealing with and responding to user questions.
- ◆ Provides first level support to users for a wide range of hardware and software technology issues in a high volume, fast paced environment by troubleshooting user issues and resolving problem tickets in a timely and satisfactory manner.
- ◆ Coordinates departmental purchasing and accounts payable activities; resolves billing issues with vendors.
- ◆ Maintains departmental databases, documentation, and calendars as assigned.
- ◆ Assists with management of content on departmental website.
- ◆ Works closely with ITS Technicians and Analysts to document status of tasks and projects.
- ◆ Remains current with use of emerging technologies, as well as becomes a competent user of present institutional hardware and software.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs other duties as assigned.

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### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Ability to troubleshoot issues within the Microsoft Office Suite (Outlook, Word, Excel, PowerPoint, and Access).
- ◆ Familiarity with Ellucian Banner ERP and Blackboard LMS.
- ◆ Ability to communicate effectively on paper, via email, over the phone, and in person.
- ◆ Demonstrated experience with e-mail and the Internet.
- ◆ Ability to manage multiple priorities and assignments.
- ◆ Strong troubleshooting, problem analysis, and decision-making abilities.
- ◆ Basic troubleshooting techniques for resolving Microsoft Windows desktop operating system issues

### QUALIFICATIONS

<b>Education:</b>	◆ Associate degree in computer science, business administration, office administration, or related field <b>required</b>
<b>Experience:</b>	<ul style="list-style-type: none"> <li>◆ Experience with a variety of computer software such as Windows and Microsoft Office Suite <b>required</b>.</li> <li>◆ Two (2) years of experience in a position providing IT support <i>preferred</i>.</li> <li>◆ Experience working a Help Desk in support of a computer software and hardware environment <i>preferred</i>.</li> </ul>
<b>Personal Qualities:</b>	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.