

## **CLASS TITLE: TECHNOLOGY CUSTOMER HELP DESK TECHNICIAN II**

**DEFINITION:** Under general supervision provides high level technical centralized service and support to computer users; provides high level technical support to computer users accessing the district's centralized computer system ~~and/or microcomputer systems~~, stand alone and networked; analyzes, troubleshoots, and provides solutions to routine problems; instructs users in the use of computers, software and peripherals; schedules and dispatches Technology and Information Services technicians and senior level technicians repair work, and performs related work as required.

**EXAMPLES OF DUTIES:** Receives and logs software and hardware trouble calls from school site and central office users; provides problem identification, problem analysis, and solutions to routine problems; documents details of the more complex problems for analysis and resolution by others; works with staff and repair technicians to solve higher level problems; supports productivity tools and electronic devices including, but not limited to mobile devices, tablets, desktop and laptop computers, maintains working knowledge of system software features and procedures and their application by the user including application software, gateway software, LAN software, and operating system; maintains working knowledge of system hardware ~~including stand alone and networked microcomputers~~ and all network devices, terminals and microcomputer workstations, optical mark scanners, printers, and tape drives; assists in identification and development of changes and enhancements to system and procedures; coordinates, schedules and dispatches service calls from district computer users regarding hardware and software problems, monitors system alerts, support email system, creates system accounts; ~~this will involve the analysis of problems with various software packages installed in the district's microcomputers~~; maintains detailed service call repair logs and documentation; provides service/status updates to computer users; coordinates work with outside vendors; prepares reports and correspondence as needed; maintains equipment inventory; assists in the development of user manuals and learning materials; provides recommendations and support for hardware and software purchasing; performs related duties as assigned.

### **DESIRABLE QUALIFICATIONS:**

**Training and Experience:** Any combination equivalent to graduation from high school and college level coursework in computer science or computer information systems. A minimum of ~~one~~ three years paid experience working with: ~~MaeIntosh users~~ Apple devices, PC devices, IBM microcomputer users and local area networks, and hardware maintenance support vendors; experience in user support of ~~Word Perfect Suite~~, Microsoft Office, Microsoft network-related packages, Apple related packages, ~~Novell network support or Windows NT server support~~, DOS, Windows and Macintosh Apple operating systems; or an equivalent combination of training and experience. Experience working with student information systems, human resources systems and/or financial systems.

### **Knowledge of:**

- ~~Minicomputers, stand alone, and networked microcomputers, mainframe connected personal computers, and related software~~ Office productivity tools and electronic

devices including but not limited to mobile devices, tablets, desktop and laptop computers

- Principles and practices of ~~installation and operation of~~ the use of information systems and related equipment
- Concepts and specifics relating to ~~use of mainframe and Windows computers to using~~ conventional electronic devices
- ~~Use of Microsoft Office and Word Perfect tools and software MDUSD web-based applications and on-line services~~
- ~~Microcomputer~~ Electronic devices and networking operating systems, word processing, spreadsheets, presentation software, office automation software, data bases, and desktop publishing
- Internet browsers and Internet access
- Appropriate English usage, spelling and grammar
- Diverse academic, socioeconomic, cultural and ethnic backgrounds of students and staff

#### **Skill in:**

- Supporting, coordinating and responding to higher level district computer users' complex trouble calls
- Communicating clearly and effectively in both oral and written form
- Reading technical manuals and develop training materials and documentation from them
- Conducting staff trainings
- Working with data and produce reports

#### **Ability to:**

- Describe technical problems to technical staff or outside technical support agencies
- Diagnose complex problems involving multiple hardware and software problems
- Operate ~~microcomputers~~ electronic devices with a high degree of proficiency using the following software applications: word processing, spreadsheet, desktop publishing, or data base
- Diagnose problems over the telephone or ~~internet via email~~
- Describe solution steps to non-technical and technical users over the telephone or via email
- ~~Advance Troubleshoot~~ troubleshooting network problems and provide direct remedy to resolve
- Maintain effective working relationships with staff, users, administrators and vendors
- ~~Maintain records~~
- Work under pressure
- ~~Use automated knowledge bases from multiple vendors~~

#### **Licenses and Certificates:**

- A valid California driver's license is required.

#### **Certificates and Other Requirements:**

- Ability to meet requirements as set forth in applicable state and federal laws and District Annual Notices (i.e. Mandated Reporting, Blood Borne Pathogen).

**Environment:**

Office-based settings; fast paced work with deadlines; constant interruptions and high demand to multi-task and complete job duties with stringent timelines; maintains high regard for exemplary customer service.

**Physical Abilities:**

Sit for extended periods of time; dexterity of hands and fingers to operate a computer keyboard; reach overhead, above the shoulders, and horizontally; bend at the waist or crouch to retrieve files from cabinets and shelves; hear and speak to exchange information in person or on the telephone; sufficient vision to read various documents related to assigned activities and view a computer monitor; physical, mental, and emotional stamina to endure long hours under sometimes stressful situation's; lift light objects up to 25 lbs.

**Other Qualifications:**

Must successfully pass the District's pre-employment fingerprinting and TB testing.

M&O Salary Range: 531

MT. DIABLO UNIFIED SCHOOL DISTRICT  
Technology Customer Help Desk Technician II

Board Approved: 4/30/14  
Board Revised: