

**FRESNO UNIFIED SCHOOL DISTRICT**  
**Position Description**

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<b>TITLE:</b>	Help Desk Support Technician	<b>REPORTS TO:</b>	Assigned Supervisor
<b>DEPARTMENT:</b>	Information Technology	<b>CLASSIFICATION:</b>	Classified
<b>FLSA:</b>	Non-Exempt	<b>WORK YEAR:</b>	Varies
<b>BOARD APPROVAL:</b>	March 24, 2010	<b>SALARY:</b>	G-36/CSEA 125 Salary Schedule

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**(Former Classification: Help Desk Operator)**

**BASIC FUNCTION:**

Under general direction of an assigned supervisor, serve as the primary point of contact to users needing assistance in technology concerns; provide efficient problem-solving assistance over the phone for a diverse range of users regarding the operation of computer hardware and software and other related equipment; remotely accessing users' workstations to identify and resolve computer issues in a reasonable, timely manner to provide professional technical services to meet the needs of staff, students, sites and departments.

**REPRESENTATIVE DUTIES: (Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements.)**

Receive and analyze calls from remote users with technology related problems in a reasonable, timely manner to resolve issues and provide recommendations; exercise independent judgment in resolving routine matters or directing to appropriate staff; work with other technical personnel to determine best solutions to resolve user's concerns. *E*

Provide high quality, professional and courteous customer service to ensure support fulfills the needs of the customers. *E*

Document all customer calls accurately using the call center software; maintain and update the call center database in a reasonable, timely manner for quick issue resolutions to ensure accurate data on services provided. *E*

Conduct training in basic, intermediate and advanced use of district technology including, but not limited to computers, software, printers, and network; instruct and assist users over the phone in a reasonable, timely manner to resolve user's computer related problems. *E*

Answer and prioritize multiple phone calls; set up end user accounts and set passwords for email and district websites. *E*

Remotely assist end users with support request via the network in a reasonable, timely manner. *E*

Assist end users in supporting district attendance, grading and student applications software. *E*

Assist in gathering and preparing written reports and other documents as related to assigned duties. *E*

Perform related duties as assigned.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: graduation from high school and one year experience working in a Technical Support environment.

**LICENSES AND OTHER REQUIREMENTS:**

Microsoft Certified Desktop Support Technician (MCDST) or equivalent or ability to obtain within one year.

Special Requirement:

This position may work additional assignments including evenings and weekends to accommodate testing, support, maintenance and potential call back duty responsibilities.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Applicable software.

Equipment operation related to a variety of technical equipment.

Network access, operation and applicable software.

Interpersonal skills using tact, patience and courtesy.

Proper English usage, grammar, spelling, punctuation and vocabulary.

**ABILITY TO:**

Communicate effectively on the phone.

Use numerous online, remote and other tools to solve end user problems.

Provide Professional Customer Service in a high paced phone environment.

Remotely access workstations to identify and resolve computer issues.

Analyze and diagnose user problems and offer corrective action.

Prepare and complete accurate reports.

Learn new and current software, networking and the operation of different computer hardware to assist and solve end-user problems.

Establish and maintain effective working relationships with a diverse group of people.

Prioritize job duties and end user issues.

Provide training to users in software, hardware, network and other related equipment.

Communicate, understand and follow both oral and written directions effectively.

Communicate using patience and courtesy in a manner that reflects positively on the organization.

Actively participate in meeting District goals and outcomes.

Apply integrity and trust in all situations.

Learn District organization, operations, policies, objectives and goals.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Technical environment subject to constant distractions and interruptions; extended viewing of computer monitor; contact with dissatisfied individuals.

**PHYSICAL ABILITIES:**

With reasonable accommodations, if necessary, hearing to accept calls; speaking to offer solutions for user problems; dexterity to operate a computer and other office equipment; seeing to view monitors; sitting for extended periods of time; reaching overhead, above the shoulders and horizontally, kneeling, crouching or bending at the waist to retrieve or store files and equipment.

Fresno Unified School District is an Equal Opportunity Employer and reasonable accommodations are made under the Americans with Disability Act as required by law.

*E= Essential Functions*