

Technology Support Services Help Desk

Definition

The TSS Help Desk serves as the first point of contact for end-users seeking technical assistance over the phone or email. TSS Help Desk performs remote troubleshooting through diagnostic techniques and pertinent questioning and determines the best solution based on the issue and details provided by end-user. The TSS Help Desk directs unresolved issues to the next level of support personnel and organizes Help Desk tickets to expedite resolution of support requests. A Help Desk technician must have good technical knowledge and be able to communicate effectively to understand the problem and explain its solution. They must also be end-user oriented and must be patient to deal with difficult end-users.

Essential Duties and Responsibilities

- Analyze first-level and mid-level technical problems, evaluate alternatives and recommend effective courses of action;
- Deliver service and support to end-users using and operating automated call distribution phone software, via remote connection or over the internet;
- Interact with end-users to provide and process information in response to inquiries, concerns, and requests about hardware, software, and services;
- Gather end-users' information and determine the issue by evaluating and analyzing the symptoms;
- Diagnose and resolve technical hardware and software issues involving internet connectivity, email, enterprise software, VOIP and more;
- Research required information using available resources;
- Follow standard processes and procedures;
- Identify and escalate priority issues per department specifications;
- Redirect problems to appropriate resources;
- Accurately process and record call transactions using a computer and designated tracking software;
- Organize ideas and communicate oral messages appropriate to listeners and situations;
- Follow up and make scheduled call backs to district personnel where necessary;
- Stay current with system information, changes, and updates;
- Lift and move objects weighing up to 50 pounds using safe and proper methods and/or equipment.

Qualifications

Required Qualifications

- Proper phone etiquette;
- Ability to speak and write clearly and accurately;
- Proficiency in typing and grammar;

- Knowledge of relevant software computer applications and equipment;
- Knowledge of customer service principles and practices;
- Effective listening skills;
- Willingness to co-operate with others and work toward the greater good;
- Multi-tasking capabilities.

Training and Experience

- At least one to three years of experience in first-level technical support and end-user support;
- College-level course work is highly desirable.

Knowledge of

- Basic hardware and software applications;
- Diagnosing and troubleshooting computer problems in a network environment;
- Office application software;
- Computer operating systems;
- Hardware/network and troubleshooting techniques;
- Web and File Transfer Protocol applications;
- Concepts of grammar and punctuation.

Ability to

- Follow step by step technical and management procedures and policies as well as operational instructions;
- Document (written and/or video/screencast) basic technical operational instructions;
- Understand, follow, and give written and oral instructions;
- Plan and schedule work;
- Work with people inside and outside the department to gain and impart knowledge required to assess and solve end-user technical issues;
- Communicate effectively with all District staff, third-party groups, and vendors;
- Demonstrate conscientiousness, dependability, and trustworthiness;
- Establish and maintain cooperative working relationships with District personnel.

This position will be fulltime, twelve months per year, and will be paid at Range 159 (\$3,841-\$4,673) of the Classified Salary Schedule.