

HELP DESK ANALYST

CLASS SUMMARY

Under general supervision – trains staff and faculty to effectively utilize District information resources; acts as liaison between Information Technologies Services Departments and district administrators, faculty and staff; provides technical support for computers systems, communications and applications; evaluates and supports new application and system software; performs related duties as required.

REPRESENTATIVE DUTIES

Provide technical support for hardware, software, network & phone equipment; reset network, system access & specialized program passwords; installs computer software and occasionally hardware; analyzes customers computers and/or applications needs and coordinates recommended solutions with Information Technologies Services staff; identify, document, track and monitor technical problems as reported and assigned to IT staff; participates in the analysis, design and implementation of computer applications; creates macros and scripts for computer applications; attend seminars and various classes in computer systems applications; evaluates, recommends and supports new application software; assists in modifying and updating components of the communication system; maintain records of telephone equipment, schematics of all district buildings with voice & data jacks, and hub locations; maintains accurate service logs of problems and resolutions; identifies and diagnoses telephone, voicemail and computer related problems.

ORGANIZATIONAL RELATIONSHIPS

This position reports to the designated manager in the ITS department.

DESIRABLE QUALIFICATIONS GUIDE

Training and Experience

Any combination of education and experience equivalent to an Associate's degree or equivalent in a computer related field and two years of experience in the use of application software on a computer in an information technology environment. Relevant experience may be substituted for the education on a year-for-year basis.

Knowledge and Abilities

Knowledge of: operation and uses of computers and peripherals; relational database systems and design; programming concepts; internal computer hardware limitations and capabilities; creating and maintaining files on a computer system; computer

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software applications packages; terminology; materials, equipment and modern business office procedures used in an information environment; record keeping procedures and practices; educational terminology; information processing concepts; communication terminology including local area networks (LAN'S) and wide area networks (WAN'S); scanning and data input procedures and devices.

Ability to: establish and maintain effective working relationships with staff and non-district personnel; make independent judgments when performing tasks; identify and troubleshoot equipment and software failures to ensure minimal downtime; recommend, maintain and apply standardized information applications and procedures; evaluate and recommend the usefulness of a wide variety of software and hardware; understand, interpret and apply technical material, rules, procedures and policies; stay apprised of current trends in information technologies hardware and software developments; apply knowledge and analytical skills to solving operational problems; present technical concepts clearly; schedule activities for effective utilization of resources; organize office procedures and maintain accurate records; follow oral and written instructions; work independently.

WORKING CONDITIONS

This position requires prolonged video display terminal viewing.