**CLASS TITLE:**     **COMPUTER HELP DESK ASSISTANT**

## SUMMARY DESCRIPTION

Under the direction of the Manager, Institutional Technology Operations, operate various computers, software systems and related equipment following general instructions; distribute printed reports to appropriate department or personnel; gather technical details required to facilitate the development of higher level solutions; provide for follow-up on reported problems; provide back-up assistance in the absence of the Help Desk Support Specialist.

## REPRESENTATIVE DUTIES

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1.  Operate a personal computer, various software systems and peripheral equipment according to system operations instructions. *E*

2.  Operate the computer to run back-ups of master file directories scheduled in accordance with system operations instructions. *E*

3.  Monitor usage of and maintain system resources.

4.  Provide services related to surplus computers equipment such as media destruction and asset retirement processes. *E*

5.  Distribute output to departments as instructed; maintain back-up files as instructed

6.  Work with Help Desk to provide basic services as needed including assisting users with password resets related to Colleague and Network accounts entering service tickets into the work order tracking system for various issues and maintain daily call logs. *E*

7.  Execute programs from instructions on job sheets, assuring correct input is provided. *E*

8.  Provide assistance to user departments regarding special requests, output problems with respect to reports or special production runs; identify processor problems and attempt to resolve as possible. *E*

9.  Assist with computer and printer asset management by ensuring accuracy with known sources of asset data.

10. Monitor Systems as assigned; update as needed; train others in the proper use of systems; correct problems as needed. *E*

11. Maintain various records and logs. *E*

12. Report and correct malfunctions of equipment, programs, or files as needed. *E*

13. Perform related duties and responsibilities as required.

## KNOWLEDGE AND ABILITIES

### Knowledge of:
Methods and techniques of performing a variety of troubleshooting activities on computer hardware, software and peripheral equipment.
Proper operations of a data processing, personal computer and its peripherals.
Methods of restoring the files and directories.
Service Management services and techniques with entering work order tickets
Methods of record keeping and office practices and procedures.

Basic principles of computer technology.
Technical aspects of field of specialty.

**Ability to:**
Communicate technical information to non-technical users.
Read and interpret computer processing instructions and other detailed and precise written and oral operating instructions.
Provide efficient and effective user service, including training or documentation as required.
Quickly respond to multiple and frequent requests and inquiries from users.
Operate various computers, software systems and peripheral equipment.
Monitor hardware and computer room conditions.
Meet schedules and timelines.
Maintain records and logs.
Work independently in the absence of supervision.
Understand and follow oral and written directions. Work cooperatively with others.
Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

## EDUCATION AND EXPERIENCE

Any combination equivalent to: graduation from high school supplemented by college level course work in computer science and two years of computer-related experience with a wide range of computer software or computer hardware. Additional directly related experience may substitute for college level course work.

## LICENSE OR CERTIFICATE

Valid California driver's license and a safe driving record may be required if driving during the normal course of business.

## PHYSICAL DEMANDS AND WORKING ENVIRONMENT

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed primarily indoors in a computer room environment; excessive noise from computer operations; extended viewing of computer monitor.

**Physical:** Primary functions require sufficient physical ability and mobility to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate a computer keyboard and peripheral equipment requiring dexterity of hands and fingers.

**Vision:** See in the normal visual range with or without correction.

**Hearing:** Hear in the normal audio range with or without correction.

Created: March, 1995
*Ewing & Company*

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*Institutional Technology*