# Technician, Help Desk

**FLSA Status:** Non-Exempt
**Pay Grade:** 12
**Job Title ID:** 19203
**Job Series/Job Family:** Information Technology Series / Help Desk Family

## Reports To

Manager, Help Desk

## Job Purpose

To perform tasks relating to customer questions and problems, answer calls and email from ACC customers, and determine an appropriate course of action that will enable a prompt resolution to all problems

## Description of Duties and Tasks

*Essential duties and responsibilities include the following. Other duties may be assigned.*

***Required***

1. Receives, records, and identifies requests via phone, email, and web from ACC students, faculty, and staff.
2. Utilizes problem and change management processes to perform root cause analysis, and make recommendations to eliminate the root cause.
3. Coordinates and dispatches second and third level work requests when requests cannot be completed at the first level.
4. Enters all requests into the Action Request System, and monitors progress through to resolution.
5. Contacts customers within the specified time frame to confirm problem resolution as well as degree of satisfaction with work completed.
6. Documents and publishes self-help procedures, hardware and software installation and setup procedures, and lists of ACC supported software and hardware.
7. Advises clients of scheduled and unscheduled down times.
8. Monitors virus alert web pages and makes recommendations in relation to sending out bulletins that highlight warnings and instructions for preventing viruses from interrupting business.

## Knowledge

*Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.*

***Required***

- Help desk policies, standards, and protocols.
- Help desk action request systems.
- Virus monitoring processes and virus alert protocols.
- Hardware and software installation and setup procedures.

## Skills

*Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.*

***Required***

- Maintaining an established work schedule.
- Effectively using interpersonal and communications skills including tact and diplomacy.
- Effectively using organizational and planning skills with attention to detail and follow through.
- Receiving, identifying, and recording help desk requests that come via phone, email and/or web.

- Coordinating and dispatching work requests in a timely manner, and following up with customers to confirm satisfactory problem resolution.
- Analyzing problems and making recommendations in relation to change management processes.
- Maintaining confidentiality of work related information and materials.
- Establishing and maintaining effective working relationships

## Computer Skills

***Required***

- Demonstrated proficiency using standard office software applications and providing technical troubleshooting support for desktop systems and software.

## Physical Requirements

***Required***

- Occasional lifting of objects up to 10 pounds
- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling
- Work is performed in a standard office environment.

## Work Experience

***Required***

- One year work experience in a help desk/customer support role.

## Education

***Required***

- High School diploma or equivalent.

***Preferred***

- One year of personal computing courses.

## Safety

***Required***

- Work safely and follow safety rules. Report unsafe working conditions and behavior. Take reasonable and prudent actions to prevent others from engaging in unsafe practices.