

**FRESNO COUNTY SUPERINTENDENT OF SCHOOLS
CLASSIFIED POSITION**

JCN: 263
RANGE: 142
NON-EXEMPT

INFORMATION SYSTEMS & TECHNOLOGY HELP DESK TECHNICIAN

BASIC FUNCTION:

Under the direction of an assigned supervisor, serve as initial point of contact and provide helpdesk support for users of Information Systems and Technology (IS&T) supported systems, desktop applications and services; perform a variety of computer operations involved in generating and printing checks, financial forms, documents, reports and a variety of other materials.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

- Serve as an initial point of contact and receives, documents, and coordinates informational technology (IT) problems reported to the IS&T helpdesk; troubleshoot, diagnose and resolve first tier hardware, software and peripheral problems and create IT support tickets as assigned; refer complex problems to assigned personnel for resolution and/or coordinate repairs with vendors; maintain the service request system for IT and document actions taken in response to problems and requests; and advise and assist user(s) with technical issues related to computer hardware, software and peripherals.
- Ensure accuracy and input detailed notes into support ticket system to assist follow up personnel with second tier problem resolution; include information to allow analysis of trends; follow up with users regarding status of IT support tickets, requests and system maintenance windows.
- Assist in the maintenance of user accounts, print queues, user files and directory structures.
- Assist with the creation of training materials and documents to reduce IT support tickets.
- Assist with the creation of external communications regarding system updates and maintenance; communicate with county office personnel and various outside agencies to exchange information and resolve issues or concerns; provides IT support including scheduling assistance and technical setup and support.
- Coordinate with vendors on warranty repairs to workstations, hardware and other equipment.
- Generate monthly reports and data files as assigned.
- Maintain a high level of security for the operations area.
- Maintain data integrity and prepare backup data files in accordance with established procedure; monitor available system disk space; move data files as necessary to provide for program running; maintain library of back-up data files; maintain related records.
- Maintain various records related to system malfunctions, payroll, checks and assigned activities; print and process accounts payable, deposit, payroll and other assigned reports; initiate electronic file transfers to provide outside agencies with information as directed
- Monitor computer systems to ensure proper operation; perform routine preventive maintenance on equipment and arrange for major repairs as necessary.
- Compile and organize feedback from meetings or communications with end users and/or stakeholders and create actionable support tickets.
- Provide setup, training and assistance with syncing for mobile devices such as cell phones, smartphones and PDA's; administer account settings and passwords for VOIP phone system.
- Receive and log requests for reports; prepare requests for processing; review completed printing jobs for completeness and accuracy; operate bursting and decollating equipment in preparing completed printing jobs for distribution to appropriate agencies or personnel.

- Request quotes from technology supporting software, hardware and service providers as assigned.
- Update records of software licenses, hardware serial numbers, work completed and knowledge base of problem resolution activities.
- Utilize computers and peripheral equipment to input data, provide links to data and generate checks, financial forms, documents, reports and a variety of other materials; initiate queries, compile information, process reports and manipulate data as appropriate.
- Attend and participate in a variety of assigned meetings, committees, conferences, in-services and/or special events.
- Comply with schedules, policies, regulations, procedures, orders, and directives of County Superintendent.
- Exhibit professionally appropriate interpersonal skills including, but not limited to, tact, patience, flexibility and courtesy.
- Maintain a safe work environment.
- Operate a variety of office equipment, including but not limited to, a computer and assigned software applications.
- Serve as a liaison between County Superintendent and administrators, personnel, outside organizations or the public concerning assigned area.
- Serve as a technical resource concerning assigned program, function or instructional area.
- Work collaboratively and maintain effective working relationships with others in the course of work in assigned area.

OTHER DUTIES:

- Perform related duties as assigned.
- Work a flexible schedule as required.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Customer service principles and practices.
- Data control procedures and data entry operations.
- Help desk functions, policies and procedures.
- Methods and techniques in troubleshooting and problem resolution for first tier hardware and software problems and device errors and failures.
- Methods and techniques for the installation, configuration and maintenance of computer hardware, software and peripherals.
- PC and Mac hardware, operating systems and characteristics.
- Principles and practices of data processing, computer platform and network operating systems.
- Principles of training and providing work direction.
- Record retrieval and storage systems.
- Record-keeping and report preparation techniques.
- Safe work practices and procedures.
- Scheduling requirements for special projects and production runs.
- Standard software packages, including word processing, spreadsheet, presentation, graphics and database programs.
- Proper English usage, grammar, spelling, punctuation and vocabulary in all forms of communication.
- State Education Code, local, state and federal laws, codes, regulations and requirements and county office organization, operations, policies and objectives as related to assigned activities and/or instructional area.

- Theoretical and technical aspects of field of specialty.

ABILITY TO:

- Assist system users concerning basic computer system applications and operations.
- Detect errors and inaccuracies in data output reports.
- Initiate queries, compile information, process reports and manipulate data as appropriate.
- Install and configure computers, peripheral equipment, devices and other technology tools.
- Maintain data integrity and prepare backup data files.
- Meet schedules and timelines.
- Obtain accurate and complete information from customers, in person and by telephone, to identify their needs and problems and develop responses and solutions.
- Operate bursting and decollating equipment.
- Operate peripheral equipment properly and efficiently.
- Perform routine and repetitive work to completion.
- Prepare clear, concise and accurate program documentation, assigned reports and other written materials.
- Process and print a variety of computer production runs according to established procedures.
- Read, understand and interpret technical manuals, documentation, schematics, blueprints and other materials applicable to assignment.
- Troubleshoot, diagnose and resolve routine to moderately difficult computer hardware and software problems and failures efficiently and effectively or recommend modifications.
- Utilize computers and peripheral equipment to input data, provide links to data and generate checks, financial forms, documents, reports and a variety of other materials.
- Analyze and evaluate situations accurately and adopt an effective course of action.
- Communicate effectively both orally and in writing.
- Interpret, apply, and explain rules, regulations, policies and procedures.
- Maintain consistent, reasonably regular, punctual attendance consistent with federal, state and local standards.
- Safely and successfully perform essential job functions consistent with federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Work confidentially and with discretion.
- Work independently with little direction.

EDUCATION AND EXPERIENCE:

EDUCATION:

- High school diploma, General Education Degree (GED) or State High School Proficiency certificate.
- Bachelor's degree preferred.

EXPERIENCE:

- Two years' experience involving computer help desk support or experience in the installation, maintenance and repair of computer hardware, software, peripherals and related equipment or experience involving data processing and computer operations preferred.

LICENSES AND OTHER REQUIREMENTS:

- This position requires a pre-placement medical assessment (paid for by FCSS) at a clinic selected by the county office. Any offer of employment is contingent upon successful certification by designated physician that applicant is able to perform essential functions of the job, with or without reasonable accommodations.

WORKING CONDITIONS:

ENVIRONMENT:

- Office and/or server equipment room environment.
- Regular interruptions.
- Small and large group meetings.

PHYSICAL DEMANDS:

- Bending at the waist, kneeling or crouching; climb or balance.
- Eyesight corrected or uncorrected sufficient to read a variety of materials including but not limited to fine print.
- Hearing with or without use of hearing aid(s) sufficient to hear any conversation with others; understandable voice and speech patterns.
- Manual dexterity and coordination sufficient to operate office and/or classroom equipment.
- Sitting, standing and/or walking for extended periods of time.
- Use hands to handle and/or feel; reach with hands and arms.
- Must frequently lift, push, pull or carry up to ten (10) pounds and occasionally lift and/or move up to fifty (50) pounds.

The physical demands and working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of this position, subject to reasonable accommodation.

This position description may not be an exhaustive list of all duties, knowledge, or abilities associated with this classification; however, it is intended to accurately reflect the principle job elements. Related duties, knowledge, or abilities to those expressly stated may also be required for successful performance of the position.

APPROVED:

Effective: July 1, 2015

Revised: November 14, 2017; July 17, 2019