YUBA COUNTY OFFICE OF EDUCATION

Classified Job Description

Help Desk Specialist

Definition

Under limited supervision, within a centralized IT support environment, assists staff and students in maintaining and using organization wide technology to meet organizational objectives. Individual may be assigned areas of primary responsibility, but the specialist must be able to provide support services for all County Office of Education (COE) technology.

DUTIES AND RESPONSIBILITIES

EXAMPLES OF DUTIES

1. Follows and maintains knowledge of all COE Technology policies and procedures.
2. Troubleshoots software and hardware issues over a phone and in person for teachers and staff COE wide.
3. Serve as main resource to COE staff in answering questions and assisting in effective utilization of COE technology.
4. Set-up, configure and install and transport new computers including travel to COE sites.
5. Provide onsite set-up services for computers and provision of basic computer orientation for COE staff.
6. Install and configure COE wide technology peripherals.
7. Maintains network security to protect against viruses, hackers and other potential intrusions. Maintain confidentiality and integrity of electronic forms and records.
8. Provide user initiation and light training on a variety of technology needs.
9. Research solutions to a variety of technology issues.
10. Assist in the maintenance of COE technology and equipment inventory system.
11. Maintains records on the configuration, installation, warranty, licenses, and allocation of computer software, hardware and peripherals.
12. Provides preventive maintenance on all technology equipment and fixed assets as directed.
13. Professionally represents the COE in interactions with teachers, students, District personnel and the community.
14. Complies with all applicable COE, state, local and federal laws, rules and regulations.
15. Other related duties may be assigned as needed.

Minimum Job Requirements:

Any combination of education and training equivalent to a bachelor’s degree which demonstrates ability to perform the duties as described; at least 3 years of experience that is directly related to the duties and responsibilities specified.

Knowledge, Skills, and Abilities Required:

- Strong interpersonal and communication skills and the ability to work with a wide range of constituencies in a diverse organization.
- Knowledge of a wide range of computers, software, applications, hardware and communications.
• Ability to troubleshoot, diagnose and work on a wide range of computer hardware.
• Ability to provide technical assistance and quick problem resolution to end users.
• Ability to communicate professionally and effectively, both orally and in writing.
• Knowledge of basic customer service standards and procedures.

**Working Conditions & Physical Effort:**

Physical Abilities: Position involves light to medium work including walking, standing, stooping, carrying and lifting of medium to heavy weight materials (up to 50 lbs.) and work in small or confined spaces. Requires visual acuity and depth perception, strong arm, hand and finger dexterity and hand, eye coordination. Requires speaking and hearing ability sufficient to hear over phone and carry on routine conversations.

06/20/18