

## CLASS TITLE: TECHNOLOGY CUSTOMER HELP DESK TECHNICIAN II

**DEFINITION:** Under general supervision provides high level technical centralized service and support to computer users; provides high level technical support to computer users accessing the district's centralized computer system and/or microcomputer systems, stand alone and networked; analyzes, troubleshoots, and provides solutions to routine problems; instructs users in the use of computers, software and peripherals; schedules and dispatches Technology and Information Services technicians and senior level technicians repair work, and performs related work as required.

**EXAMPLES OF DUTIES:** Receives and logs software and hardware trouble calls from school site and central office users; provides problem identification, problem analysis, and solutions to routine problems; documents details of the more complex problems for analysis and resolution by others; works with staff and repair technicians to solve higher level problems; maintains working knowledge of system software features and procedures and their application by the user including application software, gateway software, LAN software, and operating system; maintains working knowledge of system hardware including stand-alone and networked microcomputers and all network devices, terminals and microcomputer workstations, optical mark scanners and, printers, and tape drives; assists in identification and development of changes and enhancements to systems and procedures; coordinates, schedules and dispatches service calls from district computer users regarding hardware and software problems; this will involve the analysis of problems with various software packages installed in the district's microcomputers; maintains detailed service call repair logs and documentation; provides service/status updates to computer users; prepares reports and correspondence as needed; maintains equipment inventory; assists in the development of user manuals and learning materials; performs related duties as assigned.

### **DESIRABLE QUALIFICATIONS:**

**Training and Experience:** Any combination equivalent to graduation from high school and college level coursework in computer science or computer information systems. A minimum of one three years paid experience working with: MaeIntosh users Apple devices, PC devices, IBM microcomputer users and local area networks, and hardware maintenance support vendors; experience in user support of Word Perfect Suite, Microsoft Office, Microsoft network-related packages, Apple related packages, Novell network support or Windows NT server support, DOS, Windows and Maeintosh- Apple operating systems; or an equivalent combination of training and experience.

### **Knowledge of:**

- Minicomputers, stand-alone, and networked microcomputers, mainframe-connected personal computers, and related software Office productivity tools and electronic devices including but not limited to mobile devices, tablets, desktop and laptop computers.
- Principles and practices of installation and operation of the use of information systems and related equipment.

### Knowledge of (cont.)

- Concepts and specifics relating to use of mainframe and Windows computers to using conventional electronic devices.
- ~~Use of Microsoft Office and Word Perfect tools and software.~~ MDUSD web-based applications and on-line services.
- ~~Microcomputer~~ Electronic devices and networking operating systems, word processing, spreadsheets, presentation software, office automation software, data bases, and desktop publishing.
- Internet browsers and Internet access.
- Appropriate English usage, spelling and grammar.

### Ability to:

- Support, coordinate and respond to higher level district computer users' complex trouble calls.
- Describe technical problems to technical staff or outside technical support agencies.
- Diagnose complex problems involving multiple hardware and software problems.
- Operate ~~microcomputers~~ electronic devices with a high degree of proficiency using the following software applications: word processing, spreadsheet, desktop publishing, or data base.
- Diagnose problems over the telephone or internet-via email.
- Describe solution steps to non-technical and technical users over the telephone or via email.
- ~~Advance Troubleshoot~~ troubleshooting network problems and remedy them.
- Communicate clearly and effectively in both oral and written form.
- Read technical manuals and develop training materials and documentation from them.
- Maintain effective working relationships with staff, users, administrators and vendors.
- ~~Maintain records~~
- Work under pressure.
- ~~Use automated knowledge bases from multiple vendors~~

### Licenses and Certificates:

- A valid California driver's license is required.

M&O Salary Range: 531

MT. DIABLO UNIFIED SCHOOL DISTRICT  
Technology Customer Help Desk Technician II

Board Approved \_\_\_\_\_