

DEPARTMENT: ALL APPLICABLE
CLASSIFICATION: COMPETITIVE
APPROVED: NOVEMBER 17, 2022

HELP DESK RECEPTIONIST

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for providing first-line help-desk support to users, maintaining logs of problems, and coordinating problem-solving efforts. The incumbent is also responsible for operating computers and peripheral equipment, utilizing common word processing, spreadsheets, database, graphics, and communications software, and for performing routine minor operator preventive maintenance. Work is performed under the supervision of a technology/computer administrator. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Provides first-line diagnosing/trouble-shooting of computer problems relating to software packages, basic hardware issues, security and password problems;
2. Coordinates with service providers for repair of desktop, laptop, phone, and tablets, computer hardware, desktop, laptop and tablet computer operating system software and peripheral equipment;
3. Refers questions and problems involving computer hardware, connectivity, software and peripheral equipment associated with the computer system to the appropriate specialist;
4. Conducts follow-up checks to ensure that problems are resolved to each staff/customer's satisfaction;
5. Coordinates problem-solving efforts regarding cellular and networking services with vendors and systems users;
6. Maintains a database tracking system for problems, assigns a severity rating to each problem, and updates regarding resolution;
7. Monitors maintenance contracts;
8. Operates a computer and peripheral equipment for production work on a regular, routine basis;
9. Utilizes word processing, data base management, and spreadsheet software along with graphics and data communications hardware/software;
10. Modifies documents/forms using existing software;
11. Operates copiers, scanners, and printers;
12. Performs routine minor operator preventive maintenance;
13. Enters new data and/or edits existing data;
14. Maintains records for the equipment loan program;
15. Processes purchase orders and maintains budgetary records;
16. Maintains the centralized inventory of technology supplies and purchases;
17. Coordinates software previews with vendors;
18. Processes requests for audio visual equipment and classroom equipment repair;
19. Assists the network administrator with the maintenance of user email and network administration;
20. Develops and/or reviews user manuals, training materials and related forms;
21. When necessary, interrupts work schedules for emergency service calls.

CONTINUED

HELP DESK RECEPTIONIST

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:

Good knowledge of networked computer capabilities and their application to effective departmental management; good knowledge of modern methods, principles and techniques of help-desk support activities; good knowledge of word processing, spreadsheet, and database software applications; ability to trouble-shoot and resolve computer users' problems; ability to work well with others; skill in developing and maintaining effective interpersonal relations; ability to understand and follow verbal and written instructions; ability to apply knowledge of data processing capabilities to solve problems and enhance operating systems; sound verbal and written communication skills; ability to maintain records and develop reports; a high degree of logical reasoning and resourcefulness; sound judgment and initiative; tact; patience; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma **and** one of the following:

1. One (1) year of paid general office experience which involved the use of word processing, spreadsheet, and database software applications; **or**
2. One (1) year of paid experience which involved the support of word processing, spreadsheet, and database software applications in a customer environment; **or**
3. Satisfactory completion of thirty (30) college credit hours; **or**
4. An equivalent combination of training and experience as defined by the limits above.

NOTE:

1. Part-time experience will be pro-rated.
2. Degrees must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.