

Job Description

Position Title: Information Technology Help Desk Support 3

Job Family: Information Technology

Job Level: Support & Service – Senior

FLSA Status: Non-Exempt

Salary Grade: 04

Position Summary:

The Information Technology (IT) Service Desk Specialist 3 performs skilled technical level work and duties for the IT service desk. Performs skilled level duties in support of college systems. Troubleshoots computer software and hardware. Performs complex maintenance and repair of computer software, hardware and peripherals. Evaluates and resolves incidents and service requests or escalates requests to other IT teams as necessary. Develops and maintains training materials, conducts on-boarding training for new IT employees, and presents IT training material at new employee orientations. Maintains and updates IT Knowledge Base articles.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Provides information, guidance, and direction to College employees on technology systems, techniques, applications, utilities, operation, and uses of computer hardware, software, and other related equipment.
2. Acts as a technical lead for service desk staff responding to phone calls, emails, and service requests.
3. Provides service desk ticket escalation and routing assessment.
4. Develops and maintains training materials, conducts on-boarding training for new User Support Services employees, and participates in new employee orientations.
5. Maintains and updates IT Knowledge Base articles.
6. Delivers guidance on processes and procedures, schedules activities, and monitors workflow.
7. Maintains, repairs, and upgrades computers, peripherals, and classroom technology for daily use; maintains networking of computers and peripherals.
8. Utilizes enterprise tools, including, but not limited to: software management, image deployment, mobile device management, security management, and other server-based and remote tools for the management of college wide systems.
9. Operates or administers servers and computer workstations; ensures back-up procedures and security compliance measures are adhered to; configures users, and performs installations and upgrades.
10. Contacts service contractors for major hardware malfunctions; schedules and oversees regular computer preventive maintenance.

11. Works with staff and other College departments to develop and document methods and processes to improve product quality and client satisfaction. Maintains records of work activities and documents recurring, difficult, or complex problems.
12. Compiles data, prepares and reviews a variety of reports; identifies trends; recommends solutions and resources.
13. Performs all other duties and responsibilities as assigned or directed by the supervisor

Knowledge, Skills, and Abilities:

1. Skill in installation, repair, and maintenance of network and/or computer hardware, software, and peripherals
2. Skill in verbal and written communication with the ability to explain technical concepts to audiences with a wide range of technical skills
3. Skill in performing a variety of duties, often changing from one task to another of a different nature
4. Skill in positive, productive, and flexible customer service
5. Ability to work independently as well as in a team environment

Supervision:

- Not responsible for supervising the work of others.

Independence of Action:

- Results are defined and existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Student Success: Allows the opportunity to support student success as well as improve access and retention.
- Information and Analytics: Allows ability to be a data leader. Provides a holistic representation of College's performance as well as data trends or issues.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Vocational or technical training in Computer Science or a closely related field of study required.
- Associate's degree in Computer Technology or a closely related field of study preferred.
- Three (3) to five (5) years of related experience with hardware, software, and peripheral equipment required.
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to position or transport light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Pre-employment Background Check Required
- DMV Check/Current and Valid AZ Driver's License
- Some evening or weekend work hours