



## PERSONNEL COMMISSION

**Class Code: 5167**  
**Salary Range: 32 (C1)**

### SENIOR TECHNOLOGY SUPPORT REPRESENTATIVE

#### JOB SUMMARY

Under general supervision, serve as a lead at the Help Desk and provide first-level technical support to end users at District sites and offices; identify and resolve hardware and software operating problems; perform related duties as assigned.

#### EXAMPLES OF DUTIES

*The classification specification does not describe all duties performed by all incumbents within the class. This summary provides examples of typical tasks performed in this classification.*

- Serve as a lead at the Help Desk and oversee the daily activities and operations of the Help Desk; monitor the flow and completion of service tickets; assign tickets to staff as needed. **E**
- Adjust work schedules as needed to assure proper staffing coverage of the Help Desk; train and provide work direction and guidance to Help Desk staff; participate in the hiring and evaluation process as requested. **E**
- Participate in the development and implementation of Help Desk daily operating procedures; assure timely and efficient delivery of services to end users. **E**
- Provide first-level technical support to end users at District sites and offices; receive telephone calls, e-mails or other communications from users requesting assistance in solving problems, obtaining technology services or guidance in technology utilization. **E**
- Listen to users to establish facts about a problem, what the user did leading up to the problem and deduce sources of error; respond to questions and apply knowledge of computer software, hardware and procedures; communicate step by step instructions to users. **E**
- Utilize software to access computers remotely; determine whether problem is caused by hardware, such as a network interface card, disk drive, printer, cables, or software, such as drivers, operating systems or applications; perform software upgrades remotely as necessary. **E**
- Confer with Help Desk staff, other Information Services personnel, and utilize manuals or Internet resources to research problems and identify solutions. **E**
- Obtain sufficient user information for technical staff; follow up with users as needed; create service tickets in an assigned help desk software system; dispatch requests and expedite emergency requests according to established procedures. **E**
- Review service tickets; identify and refer issues that require higher-level technical resources to other Information Services staff for resolution; confer with District

network and application specialists to describe network and software and hardware problems. *E*

- Verify web based programs and District Internet are accessible; assure connectivity with District site servers using a variety of monitoring tools and techniques. *E*
- Modify user accounts for assigned computer systems in accordance with established procedures; test user logins; validate user Internet Provider (IP) addresses; reset passwords for a variety of District software applications. *E*
- Maintain a variety of records, databases, files and logs; prepare detailed written and statistical reports for Information Services management regarding Help Desk activities. *E*
- Operate a variety of office equipment including a multi-line telephone and a computer and assigned software. *E*
- Communicate with District personnel, consultants, vendors and outside agencies to exchange information and resolve issues. *E*
- Train individual or groups of users in various software packages and troubleshooting methods on site or in classrooms; develop related training materials such as manuals, exercises and visual displays. *E*
- Attend meetings and trainings. *E*

*Note: At the end of some of the duty statements there is an italicized "E" which identifies essential duties required of the classification. This is strictly for use in compliance with the Americans with Disabilities Act.*

### **DISTINGUISHING CHARACTERISTICS**

A Senior Technology Support Representative serves as a lead at the Help Desk and receives and reports computer system user calls and through diagnostic procedures, resolves service requests. An incumbent monitors the flow and completion of service tickets and trains and provides work direction and guidance to Help Desk employees.

### **EMPLOYMENT STANDARDS**

#### **Knowledge of:**

Help desk operations including call center and user support software systems such as Customer Resource Management (CRM) and Auto Call Distribution (ACD) systems.

Principles and practices of providing high-quality customer service.

Operation, maintenance, troubleshooting, diagnosis and repair of computer hardware, software and peripheral equipment.

Knowledge of Windows and Apple Macintosh systems and operations.

Modern office practices, procedures and equipment.

Principles and practices of training and providing work direction and guidance to others.

Interpersonal skills using tact, patience and courtesy.

Telephone techniques and etiquette.

Record-keeping and report preparation techniques.

Office productivity software such as Microsoft Office Suite.

Oral and written communication skills.

General networking principles and server systems such as Novell or Apple.

General principles and techniques of systems analysis.

**Ability to:**

Serve as a lead and oversee the daily activities and operations of the Help Desk.  
Train and provide work direction and guidance to others.  
Maintain current knowledge of technological advances in the field.  
Troubleshoot and apply appropriate resources to solve user problems.  
Provide technical support and training to others in computer operations.  
Reassure and assist others on the telephone in a tactful and sensitive manner.  
Remain calm and pleasant under stressful situations.  
Operate a variety of office equipment including a multi-line telephone and a computer and assigned software.  
Meet schedules and time lines.  
Prioritize and schedule work.  
Complete work with many interruptions.  
Communicate effectively both orally and in writing.  
Maintain records and prepare reports.  
Keyboard accurately at an acceptable rate of speed.  
Exercise independent judgment and initiative within established guidelines.  
Work effectively with others contacted in the course of work.

**Education and Training:**

Graduation from high school supplemented by college-level coursework in computer science or a closely related field.

**Experience:**

Three years of experience at a help desk assisting computer users in a networked environment. Lead or supervisory experience is preferred.

Any other combination of training and experience that could likely provide the desired skills, knowledge or abilities may be considered.

**WORKING ENVIRONMENT**

Office environment.  
Constant interruptions.  
Extended viewing of a computer monitor.

**PHYSICAL DEMANDS**

Dexterity of hands and fingers to operate a computer keyboard.  
Sitting for extended periods of time.  
Seeing to read a variety of materials.  
Hearing and speaking to exchange information in person or on the telephone.  
Bending at the waist, kneeling or crouching.

Lifting and carrying light objects.

*AMERICANS WITH DISABILITIES ACT*

Persons with certain disabilities may be capable of performing the essential duties of this class with or without reasonable accommodation, depending on the nature of the disability.

**APPOINTMENT**

In accordance with Education Code Section 45301, an employee appointed to this class must serve a probationary period of six months during which time an employee must demonstrate at least an overall satisfactory performance. Failure to do so shall result in the employee's termination.

PCA: 5/24/12