

JOB DESCRIPTION

Job Title: *Helpdesk Support Specialist (9789)*

Job Summary:

The job of Helpdesk Support Specialist (HSS) was established to provide end-user technical support for issues related to computers, software, peripherals or other technology equipment. This position reports to the Director of Information Systems and/or designee. The position will support Tulare County Office of Education (TCOE) in the day-to-day operations and project tasks associated with, but not limited to, the functionality and performance of the workstations, email, internet connectivity, web applications, document processing, etc. (software).

Essential Duties:

- Assists the Systems Support Specialist, Systems Administrator, Systems Engineer, Network Engineer, and other Information Systems team members in Tier 1 network, server, workstation, peripheral, and/or software troubleshooting and support;
- Performs entry-level or basic troubleshooting, service, repair, and maintenance of Information Systems hardware, software, and related equipment;
- Coordinates with staff for the purpose of smooth workstation operations and backup coverage for the office and districts;
- Installs new, upgrades/maintains/reassigns/relocates existing, and/or removes/disposes of obsolete workstations, software and/or equipment;
- Maintains workstation security for the purpose of assuring the viability of TCOE's day-to-day operations;
- Provides support, remotely or in-person, for TCOE activities and initiatives (conference center, board meeting, Character Counts!, etc.)
- Supports, remotely or in-person, staff and end-users in the configuration and usage of workstation and/or software for the purpose of enabling efficient and proper use of the same;
- Assists in the development of standard operating procedures related to assigned work;
- Maintains accurate and detailed records related to information systems and work performed;
- Operates, maintains, and properly stores a variety of tools and equipment required to perform work;
- Assists in the response to emergency calls related to information systems software, hardware and systems, as needed;
- Travels to various locations throughout Tulare County using own vehicle for the purpose of supporting workstation and workstation functionality;
- Utilizes a ticket tracking solution for the purpose of keeping current status on day-to-day and/or project tasks.
- And performs other related duties as equitably assigned;

Skills to:

- Support a wide variety of workstation and maintain optimum efficiency.
- Track multiple projects and keep things on task.
- Build and configure existing and new workstations and peripherals.
- Troubleshoot and diagnose.

Knowledge of:

- Operation and maintenance of computer hardware systems.
- Software application and operating systems.
- Trends and developments in computer technology,
- Principles of computer and peripheral equipment,
- Basic preventive maintenance and technology device troubleshooting techniques.

Ability to:

- Communicate effectively in all interaction: telephone, virtual and in person
- Establish and maintain effective working relationships with those contacted in the performance of duties.
- Maintain records and keep documentation up-to-date.
- Provide appropriate technical assistance to staff and other users.
- Learn new skills to keep current with technology changes
- Operate, maintain, and adjust computers and peripheral equipment properly and efficiently
- Install and maintain software
- Make routine equipment adjustments and perform routine maintenance and troubleshooting

Responsibilities include: working under moderate supervision using standardized practices and/or methods; and providing information, and/or advising others. Utilization of some resources from other work units may be required to perform the job's functions. There is some opportunity to impact TCOE's services. The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling; and some finger dexterity. Generally, the job requires 85% sitting, 10% walking, and 5% standing. This job is performed in a generally clean and healthy environment.

Experience Required:

- One year of experience assisting end users in a troubleshooting and/or support role is required.

Education Required:

- High school diploma or equivalent.
- AA/AS degree is preferred.
- Coursework and/or training in the information technology field is desirable.

Other Requirements:

- Valid California driver's license and proof of automobile insurance.
- A+ (Plus) Certification.
- IT Fundamentals Certification.
- Department of Justice and FBI Response upon hire.

FLSA Status: Non-Exempt

October 2023

This organization is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, creed, age, gender, or disability. Inquiries regarding compliance procedures may be directed to our personnel office.

This organization complies with the Americans with Disabilities Act. Persons with a disability who may need some accommodation in the hiring process should contact our personnel office.

This organization is a Drug and Tobacco - Free Workplace

This organization requires a successful candidate to provide it with employment eligibility and verification of a legal right to work in the United States in compliance with the Immigration Reform and Control Act.