HELP DESK TECHNOLOGIST

Division: 4 (Clerical)

Reports to: Principal or Designate.

Job Summary

Employees in this classification provide direct assistance to users/customers of District technology resources. Support will normally include assisting users in the explanation of requirements needed from the service, providing assistance with the product, resolving related concerns and problems, disseminating update information, delivering on-the-spot training and encouraging self-help. The majority of assistance will be provided via telephone and electronic mail support.

Depending on the nature of the assignment, extensive, in-depth experience with the user environment and specific technology will be essential. The Help Desk Technologist is required to analyze, categorize and make decisions on support issues.

Duties and Responsibilities

- Within a structured environment, provides routine advice and guidance about systems, products and services to users by way of phone support and electronic mail.

- Assists users experiencing difficulties, makes initial diagnosis, and informs users of solutions. Provides detailed instructions on simple recovery procedures.

- Provides an effective interface between the user and service providers (internal and external), supplying necessary information according to established procedures.

- Uses established procedures to log, categorize, refer and close user support calls. Provides detailed problem descriptions for escalated calls.

- Check progress on problems and keeps users informed until problems are resolved.

- Provides users with routine information on updates and changes, known errors, new resources, etc.

- Inputs and retrieves data on the computer such as attendance, scheduling, student records, report cards and ministry transfers.

- Analyses data and prepares statistical reports.

- Maintains an up to date knowledge of timetables and student scheduling processes.

- Provides support to staff in the use of administrative software.

- Performs related duties, as required.

Equipment Used

Computer, photocopier, facsimile machine, telephone, and other office related equipment.

Required Knowledge, Ability, Skills

- High school diploma.
- Over six months' and up to and including one years' experience in an office environment which includes knowledge of the applications environment, including hardware, software and networking technology.
- Ability to use courtesy and tact in the explanation of and discussion of information in contacts with public, parents, staff and students.
- Knowledge of the applications environment, including hardware, software, and networking technology as appropriate.
- Knowledge of the processes, strategies and policies of the organization, as applicable to the position.
- Logical and organized approach to tasks, and ability to effectively prioritize and balance multiple activities.
- Ability to produce required documentation and to meet required service level expectations.
- Ability to work in a team environment, exercise good judgment, and act independently, as required.
- Interpersonal, customer service and communication skills to perform the duties of the position.
- Keyboarding speed of 50 words per minute.
- Problem-solving and analytical skills, including ability to clearly discern and define problems.

Originated: March 28, 2011
Revised: January 1, 2014, June 10, 2015
Help Desk Technologist