

INFORMATION SYSTEMS TECHNICIAN

BASIC FUNCTION

Provides technical assistance and support to end users; receives issues related to computer systems, audiovisual equipment, networks, user accounts, email, software, hardware, phones, and internet access; reviews user issues and collects relevant information; creates a ticket for services and submits to the correct department for resolution; and follows up to ensure issues are resolved.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned area supervisor. May provide lead direction to temporary staff and/student workers.

CLASS CHARACTERISTICS

This classification is responsible for independently performing technical duties in support of end users of the District's technology systems. Employees at this level exercise judgement and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the department.

EXAMPLES OF TYPICAL JOB FUNCTIONS

1. Receives service inquiries submitted to the help desk; responds to all users in a professional and customer friendly manner.
2. Receives information on new and existing employees in order to permit them access to the system; reviews employment status and sets up access rights consistent with employment status.
3. Obtains and records concise issues and requests additional information as needed; creates service tickets and assists in troubleshooting problems as required; determines priority and appropriate support group for assignment and problem resolution.
4. Evaluates, responds to, and resolves basic requests for assistance from customers, such as resetting user accounts and passwords, hardware malfunctions, accessing Wi-Fi, and log-in issues.
5. Completes call resolution processes through daily review procedures and keeps the user informed of the status of open service tickets.
6. Assists in organizing and administering help desk incident and knowledge management software; troubleshoots user issues with the software and provides users access to software; modifies ticket escalation options; generates system reports and related actions.
7. Initiates reports related to service tickets and initiates follow-up on open service tickets that have not been completed; attends meetings to review service tickets and contributes to discussions related to service tickets and improvement.
8. Operates the District's information systems and processes end user report requests; establishes access for new hire employees; creates or modifies permission roles for system users; and configures email.
9. Creates knowledge based articles and contributes to the improvement of all new and existing knowledge base articles and documentation.
10. Develops additional skills, knowledge, and abilities through education, training, seminars, and conferences to maintain and enhance the level of knowledge and skills required to satisfactorily complete job assignments and stays current with technology trends related to areas of responsibility.
11. Participates in District-provided in-service training programs.

12. Performs other related duties as assigned; specific duties not listed does not exclude them for this classification if the work is similar or related.

QUALIFICATIONS

Knowledge of:

1. Applicable rules and policies with respect to the use of technology systems hardware and software.
2. Operational characteristics of computer peripherals such as printers, scanners, and related devices and network devices such as hubs and routers.
3. Basic concepts of commonly used software products.
4. Methods and techniques of asking questions to determine user issues.
5. Methods and techniques of performing routine troubleshooting and diagnostics on access and software uses.
6. Operational characteristics of help desk software programs for managing service requests.
7. Methods and techniques of generating system reports.
8. Principles and practices of recordkeeping.

Ability to:

1. Learn the operations, services, policies, procedures, and processes of the District's end user technology response programs.
2. Deal tactfully with the customers and staff when providing information, answering questions, and providing customer service.
3. Troubleshoot and identify routine access, network, and/or software issues.
4. Evaluate end user issues through structured questions and processes.
5. Assist in the administration of the helpdesk software programs.
6. Track and organize requests for service through an automated process.
7. Respond to and effectively prioritize a high volume of phone calls and other requests for service.
8. Independently organize work, set priorities, meet critical deadlines, and follow up on assignments.
9. Effectively use computer systems, software applications relevant to work performed, and business equipment to perform a variety of work tasks.
10. Communicate effectively in the course of performing work tasks.
11. Establish, maintain, and foster effective working relationships with those contacted in the course of work.
12. Demonstrate clear evidence of sensitivity and understanding of the diverse academic, socio-economic, disability, and ethnic backgrounds of students, staff, and the community.
13. Provide efficient, high-level customer service to the public, vendors, contractors, and District personnel.

Education and Experience:

Completion of the twelfth (12th) grade and two (2) years of progressively responsible experience performing help desk technical support duties; or an equivalent combination of education, training, and/or experience.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This classification primarily works in an office and standing in and walking between work areas is occasionally required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Employees in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds.

The functions of this classification must be performed by the incumbents with or without reasonable accommodations.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset individuals in interpreting and enforcing departmental policies and procedures.