



Job Description

Job Title: Helpdesk Support Specialist I

JTC: TAS

Salary Range: N02

FLSA: Non-Exempt

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

POSITION SUMMARY

An entry level position responsible for providing initial user support and customer service on district-supported computer applications and platforms. Troubleshoot problems and advise on appropriate action.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Working knowledge of the fundamental operation of software, hardware and other electronic equipment. Related experience and training in troubleshooting and providing help desk support. Ability to define an issue and make timely and quality decisions based on analysis and judgment.

Ability to provide solutions to software, hardware, and system problems by researching problems and questions, diagnosing, troubleshooting, and applying available information and resources. Must be able to maintain documentation following standard procedures and guidelines.

Must be able to work independently and in a team setting and/or environment. Must be able to communicate and maintain effective working relationships with diverse, multicultural clients/stakeholders and constituents, internal and external to the information technology (IT) organization.

In a fast-paced, ever-changing environment, must be adaptable to change, plan and organize work load, pay close attention to detail and handle multiple issues simultaneous and in a timely manner. Escalates issues and interact closely with team members to help manage the resolution of complex client issues.

Must be able to communicate effectively, both orally and in written format in order to interact in a positive and effective manner with diverse, multicultural stakeholders/constituents. Knowledge and experience in providing excellent customer service.

PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities. Occasionally may be required to lift and carry materials weighing up to 30 pounds.

MINIMUM KNOWLEDGE AND EXPERIENCE

High school diploma or GED equivalent with one (1) year of experience in related field. Valid driver's license required for offsite travel. *** Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***

ESSENTIAL DUTIES AND RESPONSIBILITIES

Responds to requests for technical assistance in person, via phone or electronically, diagnosing and resolving hardware and software issues. Prepare activity reports and informs management of recurring problems. Stays current with system information and updates due to technological changes and best practices through professional development activities.

Research questions using available information resources and advise user on appropriate action. Follows standard help desk procedures, i.e., log all help desk interactions; administer help desk software; redirect problems to correct resource; identify and escalate situations requiring urgent attention; track and route problems and requests; document resolutions.

Provides advice and guidance to colleagues within the DCCCD community network regarding personal computer hardware/software issues. Ensure that work is carried out within agreed service levels and in accordance with department guidelines. Provides instructions and support for course software and delivery systems. Maintains effective working relationships with diverse team members, IT support staff, other internal/external stakeholders and constituents within the DCCCD community network.

Performs basic personal computer troubleshooting to determine the source of errors, ability to diagnose and resolve basic technical issues such as isolating the problem to hardware or software. Remains in contact with a customer until issues are totally resolved and/or request is completed. May provide limited set up and support services related to printing functions on local area networks.

Responsible for answering help desk requests via phone, email, live chat or instant message and explaining solutions in technical and nontechnical terms. Use call logging system to accurately record telephone requests.

Performs other duties as assigned.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.