



Job Description

Job Title: Helpdesk Support Specialist III

JTC: TAU

Salary Range: N04

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 advanced level position responsible for providing technical customer support to end users for desktop systems software and hardware including installation and configuration. Provides end user support at one or more campuses/locations.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Extensive hands-on desktop support in a large, diverse computing environment with multiple office locations. Ability to implement and follow standard policies and procedures as defined by organization. Proven experience configuring and troubleshooting technical desktop issues including network and application installations. Ability to use analytical skills to identify trends related to reported issues and identify areas for improvements.

Knowledgeable and skilled in the use of various types of computer hardware, software, peripherals and components, networking protocols and communications. Ability to diagnose and resolve unique, nonrecurring problems associated with application software and operating systems, determine the source of problem, classify severity level, priority and resolution, escalating as needed. Makes recommendations on policies regarding system use and services.

Ability to work independently and within a larger desktop support team environment, relying on the expertise of team members to resolve issues as required. Ability to use tact and independent judgement when interacting with clients to resolve desktop issues.

Must be able to multi-task and have excellent time management skills with the ability to work in a fast-paced, ever changing environment. Ability to perform initial troubleshooting and diagnosis on local and remote devices with proactive intervention when needed.

Must have excellent interpersonal, oral and written communication skills in order to communicate and interact with diverse individuals internal/external to the organization. Ability to provide excellent customer service to end users by responding to incident reports in-person, by phone, or via e-mail. Able to analyze results of customer satisfaction measurements to improve services.



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

Associates Degree with two (2) years 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

Responsible for responding to telephone, email and/or face-to-face requests for technical support by end users. Act as the escalation point for high priority support issues. Uses technical expertise and understanding of business needs to evaluate severity of assigned IT incidents and service desk tickets and prioritizes work accordingly. Takes ownership of customer problems and works with a sense of urgency to resolve incidents and problems communicating status of progress to the customer.

Uses extensive knowledge to develop and/or implement information technology solutions to enhance organizational success. Ensures proper tracking of service requests and resolutions to problems are documented based on standard procedures. Stays abreast of current technology in a changing environment by engaging in professional development activities.

Builds and maintains effective working relationships with diverse, multicultural internal/external constituents and stakeholders within the DCCCD community network to ensure proper resources are available to meet end user needs. Proactively promotes positive customer relationships and mentors others team members to ensure client satisfaction.

Carry out root cause analysis and create new resolutions to problems that occur frequently. Work with technical teams and end users to execute and maintain systems applying industry best practices in achieving business objectives, while ensuring the integrity and security of the data, network, and systems. Troubleshoot network connectivity issues including remote access, Wi-Fi, and wired connectivity.

Responds to IT requests via phone, email, live chat or instant message and/or in person explaining solutions in technical and nontechnical terms. Uses call logging system to accurately record requests. Provides outstanding customer through technical expertise in problem resolution related to hardware/software issues.

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.