



CALL CENTER SUPPORT TECHNICIAN

SALARY GRADE: [C1-50](#)

DEFINITION:

Under the direction of an assigned supervisor, provide personal computing hardware, software, telephone and network related support to a variety of users within the District through a central help desk. Document central help desk service requests; resolve problems through telephone and other electronic means; research various problems and requests; prepare of technical documentation and management status reports, and route problems to the appropriate ETS functional areas.

EXAMPLE OF DUTIES AND RESPONSIBILITIES:

Depending upon assignment, duties may include, but are not limited to, the following:

1. Diagnose problems and identify the software application, hardware and or network problem reported through various means including telephone, voice mail, electronic mail, and collaborative systems.
2. Record problem notification and service requests from the user community into a help desk database describing the reported problem and actions.
3. Assign unresolved help desk problems to other functional groups within ETS responsible for specific areas of expertise.
4. Complete troubleshooting through various methodologies including vendor technical call support centers, Web research, documentation review, and others.
5. Complete call resolution processes through daily review procedures. Ensure that other ETS functional areas have properly completed or transitioned calls and follow-up with the originating user of the request.
6. Periodically analyze help desk call data and create statistical reports for ETS management review.
7. Assists the Call Center Coordinator with software, and procedural documentation that includes installation, troubleshooting, training, and general support requirements in a desktop-networked environment. May be asked to create management status reports or other reports for the Technical Services group.
8. Assign user network and server access accounts for a variety of services and applications including email, scheduling, and others.
9. Create and update personal computer databases and spreadsheets for internal activities to include various projects such as software inventory, hardware inventory, training requests, training course schedules, and others.
10. May be required to provide help desk service calls to faculty and students in support of distance learning programs or initiatives.
11. Perform related duties as assigned.

EMPLOYMENT STANDARDS:

Knowledge of:

1. Basic principles of management information systems and use of applications in a desktop-networked environment.
2. Understanding of telephone and voice mail system functions and methodology.

3. Personal computing hardware troubleshooting.
4. Knowledge of desktop office software such as Word, Excel and PowerPoint.
5. Configuring Novell NetWare and Windows NT workstations and peripherals.
6. Understanding of PC databases, spreadsheets and troubleshooting systems.
7. Oral and written communication skills.

Ability to:

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
2. Operate within an environment consisting of Apple Macintosh, NetWare, Windows NT, Windows95, the MSOffice Professional Suite and other standardized desktop software and hardware products.
3. Operate effectively in Apple Macintosh, WINDOWS and MSOffice Professional environments.

Education and Experience

Any combination equivalent to:

1. Associate's degree in Computer Science or related field.
2. One (1) year experience in servicing personal computing workstations in an Apple, Novell, NetWare or Windows NT environment.
3. Experience with Web Browsers and use of the Internet.

LICENSE AND CERTIFICATION:

1. Certification in Microsoft desktop and server operating systems or applications products.

WORKING CONDITIONS:

Environment:

1. Office environment.

Physical Abilities:

1. Hearing and speaking to exchange information in person and on the telephone.
2. Dexterity of hands and fingers to operate computer keyboard and testing equipment and power tools.
3. Seeing to read various materials.
4. Standing for extended periods of time.
5. Reaching overhead, above the shoulders and horizontally.
6. Bending at the waist, kneeling or crouching.
7. Lifting, carrying, pushing or pulling objects up to 30 lbs.

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