

Help Desk Specialist Tompkins County

Department: Tompkins-Seneca-Tioga BOCES
Classification: Competitive
Approved: 6/23 by HB
By: HB, Deputy Commissioner of Human Resources

MINIMUM QUALIFICATIONS: EITHER:

- (A) Graduation from a regionally accredited or New York State registered four-year college or university with a Bachelor's Degree with concentration in computer science, computer information systems, electrical technologies or a closely related field; OR
- (B) Graduation from a regionally accredited or New York State registered two-year college with an Associate's Degree with concentration in computer science, computer information systems, electrical technologies or a closely related field AND one year of full-time paid (or the equivalent part-time and/or volunteer) experience with a variety of microcomputer hardware and software; OR
- (C) Graduation from high school or possession of a high school equivalency diploma AND three years of full-time (or the equivalent part-time and/or volunteer) experience with a variety of microcomputer hardware and software; OR
- (D) Any combination of training and experience equal to or greater than that described on (A), (B), and (C) above.

NOTE:

Coursework in the use of specific programs such as WORD, EXCEL, or ACCESS and data entry is not acceptable.

SPECIAL REQUIREMENT:

Applicants must possess of a valid New York State motor vehicle operators license or otherwise demonstrate the ability to meet the transportation requirements of the job.

DISTINGUISHING FEATURES OF THE CLASS:

This position involves the responsibility for providing first line technical assistance to Staff and Students for the TST BOCES campus and remote locations. An incumbent is responsible for providing technical assistance by telephone and/or e-mail communication by evaluating, diagnosing and trouble-shooting customer computer problems related to software packages and basic hardware issues and offering resolutions to the problems. The incumbent may be required to develop course outlines and to provide training to users of various hardware and software as well as implementation of new hardware and software. The work is normally performed under the general supervision of the Technology Services Coordinator with leeway allowed for exercising independent judgment in carrying out the details of the work. Supervision is not a function of this class. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

- Provides customers with first-level diagnosis and trouble-shooting of computer problems relating to software packages, basic hardware issues, and specific applications;
- Provides a general technical analysis to identify and isolate customer problems and refers questions, when necessary, to the appropriate BOCES technical specialist and/or vendor personnel;
- Refers more complex questions and problems involving computer hardware, connectivity, software and peripheral equipment associated with the computer system to the appropriate technical specialist;
- Performs a variety of diagnostics on communication equipment, telephone facilities and/or other hardware;
- Reports incidents and arranges for repair of desktop and other computer hardware when necessary;
- Creates and maintains a computerized help desk database system to log calls, track actions and resolutions;
- Follows-up with customers to ensure that problems are resolved and updates them regarding problems, including resolutions to these problems;
- Prepares activity and progress reports to detail status of existing technical issues and the course of action taken or planned;
- Sits in on all applications training sessions in BOCES to upgrade diagnosing and trouble shooting skills;
- In a school district or BOCES, under the direction of a teacher, will provide students with problem solving activities related to micro-computer hardware and software;
- Performs research related to computer equipment/software, specifications and cost information for budgetary analysis and planning;
- Deploy new software and hardware to end users;

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of information technology help desk procedures, processes and practices;
- good knowledge of the principles and practices of providing effective and timely customer support; good knowledge of Windows-based software and applications; working knowledge of data communication networks;
- ability to guide customers in the use of computers and various software packages; ability to establish effective working relationships with others; ability to problem-solve computer related problems;
- ability to comprehend oral and written technical information; ability to communicate clearly both orally and in writing; customer service orientation; initiative, tact, patience, good judgment; resourcefulness;
- reliability;
- accuracy;
- physical condition commensurate with the demands of the position.

Originally Created: September 12, 2023