RIVERSIDE COMMUNITY COLLEGE DISTRICT
CLASSIFIED POSITION DESCRIPTION

JOB TITLE: Help Desk Support Technician

BASIC FUNCTION: Under the supervision of the area Assistant Director, provides front-line technical support for all micro-support equipment, network maintenance, Tiger Talk and Administrative computer system application support; operates the District's administrative computer system.

PROVIDES WORK OR LEAD DIRECTION TO: Not applicable – no permanent full-time staff to supervise.

REPRESENTATIVE DUTIES:

1. Logs initial service call to the District Help Desk. Monitors service requests that arrive electronically via email.
2. Opens a service ticket and assists in troubleshooting problems as required.
3. Ensures that service tickets are routed to the appropriate group (Microcomputer Support, Network Support, and Applications Support) for assignment and problem resolutions.
4. Initiates a daily report of all open service tickets at the end of each workday.
5. Initiates follow-up on all open service tickets over 48 hours old to ensure timely resolution.
6. Attends weekly meetings to review all open service tickets over 72 hours old.
7. Keeps the user informed of the status of open service tickets.
8. Builds a knowledge base of frequent problems and solutions.
9. Facilitates self-help through the District's help desk Web Site.
10. Operates the District's administrative computer system and processes end user report requests.
11. Monitors Tiger Talk, the District's telephone registration system.
12. Operates optical scanning equipment.
13. Participates in District-provided in-service training programs.
14. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
15. Performs other duties, related to the position, as assigned.

EDUCATION: An associate degree from an accredited institution is required.

EXPERIENCE: Two years of closely related professional experience using microcomputer support software and hardware and troubleshooting experience are required. One year of experience operating an administrative computer system, and at least six months of experience in the operation of a system similar to the District's current administrative computer system are desired.

LICENSES/CERTIFICATIONS: None.

ABILITY TO: Work independently and as a member of a team.

OTHER: Candidate must demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students, staff and the community.

09-01-09

CONTACTS: Co-workers, other departmental staff, and vendors.

WORKING CONDITIONS: Normal office environment.

The Riverside Community College District is an equal opportunity employer and recognizes the need to provide reasonable accommodations to employees with disabilities. For more information, contact (951)222-8039.

09-01-09