

JOB DESCRIPTION

TITLE LEAD HELP DESK SPECIALIST

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/ Experience	Associate's degree with an emphasis in computer related technology, technical writing, customer service or related discipline from college or technical school; or five years related work experience; or equivalent combination of education and experience. Basic computer skills are required (e.g., ability to use Microsoft Office).
Language Skills	Ability to read, analyze, and interpret general periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
Mathematical Skills	Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
Certificate/License	N/A
Reasoning Ability	Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
Physical Demands	The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required sit; use hands to finger, handle or feel; and talk and hear. The employee is required to stand and walk. The employee occasionally lifts and/or moves up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus. The employee shall remain free of any alcohol or non-prescribed controlled substance in the workplace throughout his/her employment by the District.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

REPORTS TO Coordinator of Operations

GENERAL RESPONSIBILITIES

Under general direction, receives, organizes, directs and administers the activities of the Help Desk providing technical advice and ensuring all calls are processed promptly and are resolved or sent to the proper resolver to minimize the impact of problems while enhancing the manageability of resources.

SPECIFIC RESPONSIBILITIES

1. Assists Help Desk Specialists in solving non-routine or complex 1st and 2nd level problem determination using documented procedures and available tools. Records inquiries, problem symptoms and test results in the problem management database.
2. Prepares monthly statistical data analyzing Help Desk activity and makes recommendations for changes in systems, procedures, documentation or training.
3. Coordinates escalation of complex problems to appropriate technical personnel and updating the knowledge base ensuring standard processes and best practices.
4. Ensures successful software implementation to the District user community through quality assurance testing, documentation and training.
5. Assists in developing and maintaining up-to-date District documentation.
6. Maintains District user rights and responsibilities to various applications.
7. Designs and compiles a variety of reports for the purpose of providing personnel information customized to their specific needs.
8. Assists with training and maintaining problem management tools thereby providing a consistent level of service to the user community.
9. Performs other duties as assigned.