Jurisdictional Class: Competitive
Adopted: May 11, 2017
Revised:

HELP DESK TECHNICIAN

DISTINGUISHING FEATURES OF THE CLASS: These duties involve the responsibility for first-line routine diagnosing/trouble-shooting technical work regarding computer problems related to software, basic hardware or peripheral equipment. This position also provides assistance with installation and/or instruction of the fundamental concepts of software packages. In addition to computer responsibilities, incumbents may perform general clerical work. Logs calls and forwards requests as necessary. Supervision is not a responsibility of this class. Work is performed under general supervision.

TYPICAL WORK ACTIVITIES: (Illustrative only)
Receives requests for support services and provides assistance for users;
Troubleshoots routine diagnostic computer and software related problems;
Logs and reviews calls, answers and/or forwards requests for technical support as necessary;
May act as a liaison between departments and vendor/manufacturers in cases of vendor required support
    and defective software/hardware;
Sets up and installs personal computers and peripheral equipment;
May assist with training personnel and/or coordinating and scheduling training classes;
May assist with installing personal computer operation systems;
May assist with data/internet/intranet access for user specific needs;
May assist with maintaining inventory of hardware and software equipment;
Performs general clerical work and maintains documents as necessary.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:
Working knowledge of personal computers and peripheral equipment;
Working knowledge of varies types of software programs;
Working knowledge of modern office equipment and terminology;
Working knowledge of English;
Skill in the use of personal computer keyboard;
Ability to use and solve computer problems;
Ability to communicate technical information both verbally and in writing;
Ability to train users in the use of computer software;
Ability to establish and maintain effective working relationships;
Ability to follow oral and written instructions.

MINIMUM QUALIFICATIONS: Either:

(a) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree or higher in Applied Science in Information Technology, Computer Science, or related field; or

(b) Graduation from high school or possession of a high school equivalency diploma and two (2) years of experience providing customer support *and* troubleshooting basic hardware and/or software problems.

Help Desk Technician

<u>NOTE:</u> Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at http://www.cs.ny.gov/jobseeker/degrees.cfm. You must pay the required evaluation fee.