

HELP DESK ASSISTANT

Code No: 3-20-050
Competitive

DISTINGUISHING FEATURES OF THE CLASS: This is a technical support position responsible for assisting in the daily operation of the technical services help desk in an agency's technology department. Duties include receiving and responding to telephone inquiries and requests related to operational problems of a computer system. The employee reports directly to, and works under the general supervision of a senior level technical staff member. Does related work as required.

TYPICAL WORK ACTIVITIES: (All need not be performed in a given position. Other activities may be performed although not listed.)

Receives and responds to telephone inquiries and requests related to operational problems of a computer system;

Prepares job tickets;

Assists with troubleshooting of reported problems;

Prioritizes telephone inquiries and requests based on urgency;

Assigns job tickets to appropriate staff;

Assists in the coordination of the development of help desk strategies;

Assists in the training of help desk users;

Attends training seminars and workshops on help desk operation.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of computer technology, computer operation and equipment usage including hardware, software and networking terminology; organizational ability; ability to maintain records, ability to communicate orally and in writing; ability to establish and maintain effective professional relationships; ability to schedule resources; good judgement; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma, plus EITHER:

- (A) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in a computer science, information technology or closely related field; OR,
- (B) Two (2) years paid full-time or its part-time equivalent experience assisting in the resolution of operational problems of a computer system; OR,
- (C) An equivalent combination of education and experience as defined by the limits of (A) and (B) above.

SPECIAL REQUIREMENTS: If you are appointed, you will be required to have a valid license to operate a motor vehicle in New York State or otherwise demonstrate your capacity to meet the transportation needs of the position.

ADOPTED: July 6, 2000
REVISED: January 4, 2018