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Sul Ross State University
Position Description

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Official Title: Helpdesk Technician   **Salary Group**: Unclassified (2)   **Job Code**: 3807

Summary:
Function: The Helpdesk technician will assist with receiving and processing helpdesk calls/ tickets at the helpdesk, OIT support counters, and OIT managed computer labs. Delivers customer support with troubleshooting and maintaining IT equipment including but not limited to computers, printers, scanners, projectors, etc. and other administrative and classroom technology. Ensure a high resolution rate for calls that come to the helpdesk from customers on all SRSU campuses; responsibilities include researching problems, analyzing user needs, escalating issues, categorizing and reporting on tickets, and providing other customer focused services. The position reports to the Director of Customer Service and Instructional Technology.

Duties
Receive, log, and track problem, support-request, enhancement-request, and service-inquiry calls from University technology users; Triage and log problems and requests for support; resolve simple and/or common issues immediately and escalate and appropriately route more difficult problems and support requests to the appropriate personnel quickly. Maintain responsible use of hardware, software, peripheral equipment, tools, and test equipment; install, service and support computers, peripherals and multimedia systems; support standardized software and hardware installation, including training and troubleshooting; maintain and manage the desktop database application; prepare detailed, accurate, and timely support documentation where required, including trouble tickets; assist other teams within the Office of Information Technology; maintain procedures and policies to ensure the security and integrity of systems/networks; Provide remote technical support to University technology users; Provide basic user training on common tools and applications as needed; Develop and follow procedures related to how problems are identified, received, documented, distributed, and corrected.; Work collaboratively with employees in other OIT departments to resolve customer issues; Additional responsibilities as directed by the supervisor consistent with rank and position.

Support: Assist with documenting all standard operating procedures and routinely update that documentation as procedures change; Work with student workers providing support services through the helpdesk; Cross-trains, participates and contributes towards knowledge management as pertaining to job duties; Responsible for personal safety and the safety of others; must exercise due caution and practice safe work habits at all times.

Supervision
Received: General supervision by Director of Customer Service and Instructional Technology.

Given: Student assistants and graduate assistants (As available and appropriate).

Education
Required: Associate's degree in Information Technology or Customer support or related field

Preferred: Bachelor's Degree in Computer Science or MIS and 3 or more years of related work experience

Experience
Required: Demonstrated experience in delivering customer support , Excellent analytical, organizational and communication skills, ability to multi task between responding to phone calls and working on a computer, excellent interpersonal skills

Preferred: Working knowledge of TCP/IP required; working knowledge of MAC OS, Microsoft certifications (MCITP); experience triaging multiple calls and issues that are reported to the helpdesk

Working Conditions
Usual: Office conditions, exempt from overtime provisions. Position is Security Sensitive.

Any qualifications to be considered in lieu of stated minimums require the prior approval of the Human Resources Director.

Date revised: June, 2012