

JOB DESCRIPTION

Job Title: *Helpdesk Support Specialist (9789)*

Job Summary:

The job of Helpdesk Support Specialist (HSS) was established for the supporting end-user fixed, portable, mobile, peripheral, etc. equipment (workstation) for the Tulare County Office of Education (TCOE). This job reports job status to the Director of Information Systems or designee. This position will support TCOE in the day-to-day and project tasks associated with, but not limited to, the functionality and performance of the workstation and email, internet connectivity, web applications, document processing, etc. (software).

Essential Functions:

- Assists the Systems Support Specialist, Systems Administrator, Systems Engineer, Network Engineer, and other Information Systems team members in Tier 1 network, server, workstation, peripheral, and/or software troubleshooting and support.
- Coordinates with staff for the purpose of smooth workstation operations and backup coverage for the office and districts.
- Installs new, upgrades/maintains/reassigns/relocates existing, and/or removes/disposes of obsolete workstations and/or software.
- Maintains workstation security for the purpose of assuring the viability of TCOE's day-to-day operations.
- Provides support, remotely or in-person, for TCOE activities and initiatives (conference center, board meeting, Character Counts!, etc.)
- Supports, remotely or in-person, staff and end-users in the configuration and usage of workstation and/or software for the purpose of enabling efficient and proper use of the same.
- Travels to various locations throughout Tulare County using own vehicle for the purpose of supporting workstation and workstation functionality.
- Utilizes a ticket tracking solution for the purpose of keeping current status on day-to-day and/or project tasks.
- And performs other related duties as equitably assigned.

Skills, Knowledge and/or Abilities:

- **Skills to:**
 - Support a wide variety of workstation and maintain optimum efficiency;
 - Track multiple projects and keep things on task;
 - Build and configure existing and new workstations and peripherals;
 - Troubleshoot and diagnose.
- **Knowledge of:**
 - Workstation operating systems and software;
- **Ability to:**
 - Communicate effectively over the telephone, in meetings, via video conferences, in a seminar setting, or electronically;
 - Establish and maintain effective working relationships with those contacted in the performance of duties;
 - Work productively in a multi-tasking environment;
 - Maintain records and keep documentation up-to-date;
 - Keep management apprised of issues.

Responsibilities include: working under moderate supervision using standardized practices and/or methods; and providing information, and/or advising others. Utilization of some resources from other work units may be required to perform the job's functions. There is some opportunity to impact TCOE's services. The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling; and some finger dexterity. Generally, the job requires 85% sitting, 10% walking, and 5% standing. This job is performed in a generally clean and healthy environment.

Experience Required:

- Experience assisting end users in a trouble shooting and/or support role is desirable.

Education Required:

- High school diploma or equivalent.

- Coursework and/or training in the information technology field is desirable.

Certificates, Licenses, Clearances Testing and/or Bonding Required:

- Valid California driver's license and proof of automobile insurance.
- Department of Justice and FBI Response.

FLSA Status: Non-Exempt

August 2017

This organization is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, creed, age, gender or disability. Inquiries regarding compliance procedures may be directed to our personnel office.

This organization complies with the Americans with Disabilities Act. Persons with a disability who may need some accommodation in the hiring process should contact our personnel office.

This organization is a Drug and Tobacco - Free Workplace

This organization requires a successful candidate to provide it with employment eligibility and verification of a legal right to work in the United States in compliance with the Immigration Reform and Control Act.