

Class Code: 1109
Revised: 9/2/20
Reviewed: 12/6/23

HELP DESK SPECIALIST

PURPOSE AND NATURE OF WORK

Position in this class quickly and efficiently solves problems reported by computer users so that only the most difficult trouble calls are passed on to technicians, analysts or management. Incumbent reports to the Information Services Technical Supervisor and has no supervisory responsibility.

ILLUSTRATIVE EXAMPLES OF WORK (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

Receives all incoming calls from computer users reporting problems or requesting help. Collects information characterizing hardware and software being used, formulates a solution to the reported problem or request for help, and adapts as necessary to solve problems. Enters information into a database to enable analysis and tracking of problems. Refers users to programmers in cases requiring programming changes or knowledge of specialized applications. Offers general instruction to users and prospective users in software applications.

Performs related work as required.

NECESSARY KNOWLEDGE, ABILITIES, AND SKILLS

Knowledge of personal computer equipment and operating systems.

Knowledge of common word processing, spreadsheet, and other applications of personal computers as used by Lafayette Consolidated Government.

Ability to answer frequently asked questions concerning data processing.

Ability to keep accurate records of problems reported and to make use of these by efficiently solving problems of users.

Ability to communicate clearly and concisely, both verbally and in writing.

Ability to maintain pleasant, productive working relationships with other employees, elected officials, and the public.

DESIRABLE TRAINING AND EXPERIENCE

Associate's degree in computer and networking technology and significant working experience with common personal computer office applications, operating systems and networking issues, or an equivalent combination of education and experience, are desired.