State College of Florida, Manatee-Sarasota
Job Description

Job Title: Help Desk Specialist
Reports to: Manager, Customer Services
FLSA Status: Non-Exempt
Level: 115
Position Class:

Job Summary:
Provides first level technical support to college wide end users in order to troubleshoot and resolve system related problems, facilitate service requests, and improve customer satisfaction.

NOTE: Job descriptions and essential functions are subject to change due to advances in technology, utilization of work force, and other factors which may impact the College’s need to modify position requirements.

Essential Duties and Responsibilities:
The following listing of essential job duties indicates the general nature and level of work required in this job. This is not designed to be a comprehensive listing of all the activities, duties, or responsibilities that may be required in this job. Individuals assigned to this job may be asked to perform other duties as required. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities of the job. Applicants may be asked to demonstrate any or all of the following duties:

1. Answers, evaluates, and prioritizes incoming telephone, voice mail, e-mail, and in-person requests for assistance for users experiencing problems with hardware, software, networking, and other computer-related technologies.

2. Investigates and resolves software and hardware problems of computer users.

3. Interviews user to collect information about problem and leads user through diagnostic procedures to determine source of error. Determines whether problem is caused by hardware, software, or user error.

4. Handles problem recognition, research, isolation, resolution and follow-up for routine user problems. Refers more complex problems to supervisor or technical staff.

5. Troubleshoots user reports concerning system operations and diagnoses system software or hardware and recommends or performs actions to correct the problem either through remote control software or an office visit.


7. Tests software and hardware to evaluate ease of use and whether product will aid user in
performing work. Calls software and hardware vendors to request service regarding
defective products.

8. Writes or revises user training manuals and procedures.

9. Installs personal computers, software, and peripheral equipment.

10. Performs duties on multiple College campuses/sites as required.

11. Works with team members to review and streamline current processes and participates in
implementation of changes.

12. Performs other duties as assigned.

Job Qualifications:
The requirements listed below are representative of the knowledge, skill, and/or ability required.
Reasonable accommodations may be made to enable individuals with disabilities to perform the
essential functions.

- **Education/Experience:**
  Associate's degree or equivalent from two-year college or technical school and one to two
  years related experience and/or training; or equivalent combination of education and
  experience.

- **Supervisory Experience:**
  None required for position.

- **Language Ability:**
  Ability to read and understand basic instructions, short correspondence, and memos. Ability
to write simple correspondence. Ability to effectively present information in one-on-one and
small group situations to customers, clients, and other employees of the organization.

- **Math Ability:**
  Ability to add, subtract, multiply, and divide using whole numbers, common fractions, and
decimals. Ability to perform calculations on standard measures of American currency and
weight, volume, and distance.

- **Reasoning Ability:**
  Ability to apply common sense understanding to carry out instructions furnished in written,
oral, or diagram/chart form. Ability to deal with problems involving several concrete changes
in standardized situations.

- **Computer Skills:**
  It is essential to have the basic troubleshooting skills of computer hardware and
software. Specific experience in the following technologies is expected:

  - Microsoft Windows XP/Vista
Cisco VPN Client Configuration
Microsoft Outlook
Microsoft Office 2003/2007 (Word, Excel, PowerPoint, Access)
Internet Explorer
Symantec Norton AntiVirus
Ethernet client configuration
TCP/IP client configuration
ServiceDesk call tracking solution
Printer Configuration/Installations

• **Certificates and Licenses**
  None required.

**Responsibility for People and Property:**
This position has no responsibility for people and property.

**Responsibility for Communication:**

• **Internal Contacts**
  This position has routine contact with all levels of College faculty, staff and students.

• **External Contacts**
  This position has occasional contact with software and hardware vendors.

**Work Environment:**
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

**Physical Demands:**
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, use manual dexterity, reach with hands and arms, and talk or hear. The employee is occasionally required to stand and walk. The employee must frequently lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color and ability to adjust focus.

**General Performance Standards and Expectations:**
In addition to satisfactory performance on all of the essential job duties and responsibilities for this job, all State College of Florida, Manatee-Sarasota employees must fulfill the following basic performance expectations:

1. Mission and Goals: Each State College of Florida, Manatee-Sarasota employee is expected to know the College’s mission and goals.
2. Customer Service: All State College of Florida, Manatee-Sarasota employees will strive to provide outstanding customer service to everyone they serve including students, the community, and fellow employees.

3. Grooming and Appearance: State College of Florida, Manatee-Sarasota employees are expected to maintain a neat and professional image at all times. When issued, College personnel must wear uniforms, and maintain a neat, clean, and well-groomed appearance.

4. Safety Awareness: State College of Florida, Manatee-Sarasota employees are expected to work diligently to maintain safe and healthful working conditions, and to adhere to proper operating practices and procedures designed to prevent injuries. Employees are required to wear personal protective equipment as provided.

5. Attendance Standards: State College of Florida, Manatee-Sarasota employees are expected to attend their work assignments and schedules at all times, in accordance with College Rules and Procedures.

6. Training: State College of Florida, Manatee-Sarasota employees are expected to attend College-provided training sessions and meetings when deemed necessary.

7. Continuous Improvement: State College of Florida, Manatee-Sarasota employees are expected to give attention to continuous assessment and improvement of the position’s assigned set of duties and responsibilities.

Approvals:
This job description has been reviewed and approved by the leaders whose signatures appear below.

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<tr>
<th>Title</th>
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<td>Preparing Manager</td>
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