

Jurisdictional Class: Competitive  
Adopted: May 11, 2017  
Revised:

**HELP DESK TECHNICIAN**

**DISTINGUISHING FEATURES OF THE CLASS:** These duties involve the responsibility for first-line routine diagnosing/trouble-shooting technical work regarding computer problems related to software, basic hardware or peripheral equipment. This position also provides assistance with installation and/or instruction of the fundamental concepts of software packages. In addition to computer responsibilities, incumbents may perform general clerical work. Logs calls and forwards requests as necessary. Supervision is not a responsibility of this class. Work is performed under general supervision.

**TYPICAL WORK ACTIVITIES:** (Illustrative only)

Receives requests for support services and provides assistance for users;  
Troubleshoots routine diagnostic computer and software related problems;  
Logs and reviews calls, answers and/or forwards requests for technical support as necessary;  
May act as a liaison between departments and vendor/manufacturers in cases of vendor required support and defective software/hardware;  
Sets up and installs personal computers and peripheral equipment;  
May assist with training personnel and/or coordinating and scheduling training classes;  
May assist with installing personal computer operation systems;  
May assist with data/internet/intranet access for user specific needs;  
May assist with maintaining inventory of hardware and software equipment;  
Performs general clerical work and maintains documents as necessary.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:**

Working knowledge of personal computers and peripheral equipment;  
Working knowledge of varies types of software programs;  
Working knowledge of modern office equipment and terminology;  
Working knowledge of English;  
Skill in the use of personal computer keyboard;  
Ability to use and solve computer problems;  
Ability to communicate technical information both verbally and in writing;  
Ability to train users in the use of computer software;  
Ability to establish and maintain effective working relationships;  
Ability to follow oral and written instructions.

**MINIMUM QUALIFICATIONS:** Either:

- (a) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree or higher in Applied Science in Information Technology, Computer Science, or related field; or
- (b) Graduation from high school or possession of a high school equivalency diploma and two (2) years of experience providing customer support *and* troubleshooting basic hardware and/or software problems.