SECTION: Information Systems Department
REPORTS TO: System Applications Specialist II

SUMMARY

Under the general direction of the System Applications Specialist II or designate the Help Desk/System Operator provides help desk services to users of information technology, and administers related processes. The Help Desk/System Operator also provides system operator services involving the administration of computer accounts, electronic mailboxes, access security, and resource monitoring.

HELP DESK DUTIES

1. Provides help desk services, such as first-level response problem-solving and technical guidance, to users of information technology applications and systems including student information and financial systems and office productivity software.

2.   Administers, opens, closes, routes and follows up help desk requests for information systems services.

3. Produces help desk reports including statistics, charts and demographic data

4. Assists with the development of internal procedures and standards and with the development of basic user training plans.

5. Maintains various data contained in central system databases including staff and student demographic data, asset data, and other data sets.

6. Assists with the maintenance of web content and district ePortal site.

7. Assists with the distribution of technology-related information to the user community.

8.

9. May, on occasion, be required to perform other related duties as assigned.

SYSTEM OPERATOR DUTIES

1. Provides system operator services including the creation, modification, deletion of computer accounts and electronic mailboxes and distribution lists; and administers security parameters of user access profiles for various information systems.

2. Performs, monitors and tracks data backup and restore functions for information systems.

3. Monitors various system resources, event logs, system and network health indicators and generates trouble tickets for technical support staff as required.

4. Produces system and network resource usage and health reports including statistics and charts.

5. Assists information systems staff with office-related tasks as required.

6. May, on occasion, be required to perform other related duties as assigned.

QUALIFICATIONS

*   High school graduation plus a minimum of one year post-secondary education in information technology and computer-related topics from an accredited college.
*   Certification as a Microsoft Certified System Administrator (MCSA) or the equivalent training and experience.
*   Three years of recent experience in the following areas:
    *   supporting users of Microsoft Windows computers, peripherals, and system and application software in a complex Active Directory and remote terminal environment.
    *   creating and administrating user profiles, including security and access permissions, and performing system backups in Microsoft and OpenVMS networks.
    *   supporting users of sophisticated and multi-user centralized administration and financial information systems.
*   Extensive knowledge of spreadsheets, word processing and database management systems using Microsoft products in a Windows environment.

- Working knowledge of a range of diagnostic utilities including Remote Desktop and other remote control, diagnostic and monitoring utilities.
- Superior interpersonal, teamwork and oral and written communication skills.
- Exceptional customer service orientation.
- Ability to quickly absorb and retain information.
- Ability and aptitude to work with detail, precision and accuracy.
- Strong analytical and problem-solving abilities.
- Ability to organize, priorize and meet workload deadlines with a minimum of supervision.
- Ability to maintain the confidentiality of sensitive information seen or heard.