

## HELP DESK ASSISTANT II

Work in this class involves responding to relatively complex and specialized inquiries for assistance from users of computers and related software, hardware, other information technology.

Duties involve gathering information on the user's situation, referring to manuals or documentation to resolve the situation, and relaying more technical situations to other consultants or data processing professionals. Employees typically work in a centralized computing environment where technical referrals are readily available. This level is distinguished from the Help Desk Assistant I by the specialization in a particular software package, operations, or data communications. The assistance provided at this level is distinguished from the Computing Consultant series by the response to questions or problems on how to perform specific functions with a software package or system and not advising on the total functionality of a package or advising on other potential package choices. Work may include related duties as required.

### I. DIFFICULTY OF WORK:

Complexity - Employees respond to phone and walk-in inquiries regarding a variety of computer-related hardware, software, and data communications by questioning the users to identify the problem or assistance needed. Employees answer questions dealing with a particular area of specialization such as a standard software package, software specific to an organizational function, operations, or limited data communications. While employees generally handle most problem situations, lengthier, more difficult situations involving more in-depth knowledge of the programs, languages, or operating systems are referred to computing consultants.

Guidelines - Reference manuals and user documentation for hardware, software, and communications are typically used as the first response to the situations. Research through these manuals and documentation may be required to provide assistance to the users.

### II. RESPONSIBILITY:

Accountability - Employees are responsible to the users for the timely resolution of their problems through either providing an answer or referral for appropriate consultation.

Consequence of Action - Failure to provide appropriate response time or referral may cause loss of work time or inaccurate computing results for the users.

Review - Routine responses to users requests for assistance are made independently and are not typically reviewed. Referrals may be discussed with superiors to determine appropriate consultation or to follow-up on responses.

### III. INTERPERSONAL COMMUNICATIONS:

Subject Matter - Communications with users and professional computing employees will include discussions of computer hardware, software, and communications.

Purpose - Communications with users are to determine the nature of the problem and the action needed such as referral to manuals or consultants for resolution. Communications with computing consultants is to clarify responses and determine appropriate referral sources.

IV. OTHER WORK DEMANDS:

Nature of Working Conditions - The majority of work is conducted in a typical office setting.

Nature and Potential of Personal Hazards - Employees are not typically exposed to hazards.

V. RECRUITMENT STANDARDS:

Required Knowledge, Skills, and Abilities - Knowledge of computers and related information technology devices. Ability to communicate effectively with clients who may not be coherent in clarifying problem situations. Ability to work under considerable time constraints and other demands. Ability to establish and maintain effective working relationships.

Minimum Training and Experience Requirements - Graduation from high school and three years of experience in the use of computing and information technology resources; or an equivalent combination of training and experience. (Specific knowledge of the particular software or systems supported may be required.)

Degrees must be received from appropriately accredited universities.

Special Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.