Job Description

Title: Help Desk Specialist
CBA Position: KCSS
Department: IT
Reporting Manager: Assistant Director, IT
Direct Reports: None
FLSA: Non-Exempt
Expected Hours of Work: 40

Salary Band: B21
Band Range: $33,491-$47,060
FY18 Budget:
Account Number:
ICCB Class:
KC Status (Class): Support Staff
POSD:

Job Summary:
Provide technical support and problem solving to end users.

Supervisorial Responsibilities: None

Minimum Qualifications/Basic Job Requirements:
- College-level course work or degree in information technology related field – preferred.
- Some experience providing support in a help desk environment working with Information Technology and A/V requests.

Illustrative Examples of Essential Functions:
- Provide Level 1 & 2 technical support to College employees and coordinate 2 & 3 level support with other members of Information Technology.
- Support Active Directory by assisting end users with requests, such as unlocking accounts or resetting passwords.
- Utilize, manage, and maintain helpdesk and other related software to provide support for end users.
- Process A/V equipment and material requests, including basic setup, deliveries, and pick-up.
- Perform other duties of a similar nature as directed.

(Core Competencies) Knowledge, Skills, and Abilities:
- Possess strong organizational skills
- Possess working knowledge of A/V equipment and systems.
- Possess applied or advanced knowledge of Windows, Mac, and Linux Operating Systems.
- Have working knowledge of client-server systems, web browsers, networked information resources, email systems, LANs and networked printers.
- Demonstrate clear and effective written and verbal communication skills
- Provide strong and clear communication, customer service, and inter-personal skills
- Ability to work independently
- Able to cooperatively work with diverse groups of students and staff
- Understanding of basic administrative processes and procedures
- Advanced understanding of Microsoft Office Productivity Suite
- Understanding of advanced computer operations and office equipment
- Demonstrates efficient keyboard and data entry accuracy and speed

Workload Summary:
(Special physical requirements necessary for performance of the job)
- Work is normally performed in a general office setting.
- Work is conducted in a busy office environment with frequent interruptions.
- This position requires light physical activity and movement including lifting equipment up to 30lbs and moving carts.

Disclaimer:
Kishwaukee College is an Equal Employment Opportunity Employer and any reasonable and timely accommodations in compliance with the Americans with Disabilities Act will be made upon documented request by the employee.
03/2018