

**CROWDER COLLEGE
POSITION DESCRIPTION**

Status: Full-time	Title	HELP DESK ASSISTANT
Revised: 9/24/2018	Department	INFORMATION TECHNOLOGY
Level: Staff, Range 4	IPEDS	TECHNICAL
FLSA: Nonexempt	Reports to	DIRECTOR OF INFORMATION TECHNOLOGY

POSITION SUMMARY

Provide office and technical support for the Information Technology Department, receive and process help requests and work with IT support staff to ensure a timely resolution to computer related issues. Requires a detail oriented and organized person, must have excellent communication skills, and the ability to work with students and staff in a professional manner.

MAJOR FUNCTIONS

1. Coordinate daily operations of the Information Technology Office.
2. Greet visitors and answer telephone in a courteous and professional manner, make business calls as necessary.
3. Manage computer accounts and assist with login issues and password resets.
4. Give clear, precise instructions and/or directions to students and employees concerning system procedures, office procedures, and general department operations.
5. Assist employees and students with computer problems and/or process into the "help" system for other IT staff to handle.
6. Assist Director of Information Technology with routine correspondence, communications with staff, and other duties as assigned.
7. Organize and maintain the office filing system, filing correspondence and other documents as required, including appropriate handling of confidential materials.
8. Receive, sort and distribute incoming mail for the department.
9. Establish and maintain rapport with college employees, students, state and local agency personnel, and the general public.
10. Create work tickets for received jobs and close tickets when completed.
11. Order supplies and request services as needed.
12. Maintain and calculate work-study time cards.

KNOWLEDGE AND CRITICAL SKILLS/EXPERTISE

1. High School diploma or equivalent required, Associate's Degree preferred
2. One (1) year related work experience required.
3. Ability to perform multiple tasks and remain calm during frequent interruptions.
4. Ability to establish and maintain positive working relationships with other employees, students, and the public.
5. Ability to handle confidential material judiciously.

6. Ability to work independently with minimum supervision.
7. Efficient in the following Job Abilities related to Information Technology:
 - Ability to operate a personal computer using the Windows Environment
 - Ability to understand operating a personal computer within the Crowder College Network Environment.
 - Ability to use E-mail.
 - Ability to perform basic word processing using MS Word.
 - Ability to perform basic spreadsheet functions using MS Excel.
 - Ability to use an Internet web browser.

EQUIPMENT/SOFTWARE

Operate standard office equipment such as computers, copiers, printers, laptops, digital cameras, scanners, and telephones.

POSITIONS SUPERVISED

Work-Study or other student workers as needed.

WORKING CONDITIONS

1. Indoors in a normal office environment with minimal exposure to temperature changes, noise, dust or chemicals.
2. Normal college working hours, but adjustment of hours involving evening and/or weekend work may be required from time to time.
3. 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.
4. Access and distribute information using computers.
5. A neat appearance and appropriate apparel are required.

PHYSICAL DEMANDS

1. Generally sedentary work involving sitting most of the time, but will involve mobility within the office and the various sites
2. Ability to concentrate on assigned tasks and pay close attention to detail.
3. Some lifting and carrying of computers and components (approximately 35-40 pounds).
4. May sit at a workstation for up to three (3) hours at a time.
5. While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to handle or feel; reach with hands and arms; stoop, kneel, or crouch; and talk and/or hear. Specific vision abilities required by this job include close vision.

CREATIVE AND ANALYTICAL SKILLS

1. Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form.

2. Ability to devise or modify methods or processes to solve specific problems.

LANGUAGE/COMMUNICATIONS SKILLS

1. Effective telephone communication skills, including ability to obtain and provide information verbally and in writing.
2. Ability to communicate effectively with a variety of people, including staff, students and the general public.
3. Ability to understand oral or written instructions, and to ask appropriate questions for clarification.
4. Ability to read English in order to proofread and perform grammatical and spelling edits.