

HELP DESK TECHNICIAN
San Jose/Evergreen Community College District

Direct Link: <https://www.AcademicKeys.com/r?job=256212>

Downloaded On: Apr. 26, 2025 6:11am

Posted Apr. 25, 2025, set to expire May 18, 2025

Job Title HELP DESK TECHNICIAN
Department District Office
Institution San Jose/Evergreen Community College District
 San Jose, California

Date Posted Apr. 25, 2025

Application Deadline 05/11/2025

Position Start Date Available immediately

Job Categories Professional Staff

Academic Field(s) Administration - Other

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Job Description

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HELP DESK TECHNICIAN

San Jose/Evergreen Community College District

Close/First Review Date:05/11/2025

Work Location: District Office

Position Description:

POSITION SUMMARY

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The Help Desk Technician reports to the Supervisor of Help Desk and Reprographics at the District Office. The work schedule is 12 months per year; 40 hours per week; Monday - Thursday; 9:00 a.m. - 6:00 p.m. and Friday; 8:00 a.m. - 5:00 p.m.

This position is represented by CSEA (California School Employees Association), Chapter 363.

POSITION PURPOSE

Under the direction of the Help Desk and Reprographics Supervisor or assigned administrator, perform a variety of technical and skilled tasks in the Help Desk operation; respond to and assist in the diagnosis of problems through interactions with users including problem recognition, research, documentation, troubleshooting and resolution of problems.

DISTINGUISHING CHARACTERISTICS

This position provides support for all standardized Information Technology products and services used at the District-wide locations and tracks all support requests. The Help Desk provides first level technology support for students, faculty, staff and administrators and communicates major IT outages and incidences according to management standards. The Help Desk Technician communicates with users to determine the source of the problem, troubleshoot and provide appropriate solutions.

DUTIES AND RESPONSIBILITIES

1. Provide first level technology support for users and assist with problem resolution in technical areas such as computers, printers, video, software, audio-visual, WebAdvisor, ERP system, phones, network access, wireless, mobile devices, password resets, online courses, security, cloud services, etc.
2. Respond to user questions and inquiries in a timely manner through telephone, e-mail, text, social media, oral and written forms of communication, demonstration, remote access to computer, and devices to assist users with disabilities.
3. Assist users in resolving routine technical problems and answer routine technical questions related to the District software and hardware.
4. Follow up with users to ensure the reported problems are fully resolved.
5. Use the Help Desk tracking software to log, assign, and track all support tickets.

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6. Monitor the tracking software to ensure that open tickets assigned to Help Desk Technicians are resolved and closed in a timely manner.
7. Ensure assigned backup tapes are rotated according to the schedule and process.
8. Maintain the tracking database to ensure data is accurately entered. Prepare reports for management as scheduled or as needed.
9. Escalate user requests to a 2nd or 3rd level support when necessary. Notify IT management when a critical system wide resource becomes unavailable.
10. Monitor and manage the Help Desk voicemail, email, social media and other forms of communication.
11. Research and recommend new products or procedures. Help identify and implement innovative solutions for users.
12. Keep abreast of current trend on Help Desk operations. Attend necessary training for related standardized IT products and services.
13. Perform related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

1. Principles of technical troubleshooting and problem solving.
2. Principles of networking and computer functionality.
3. Computer hardware systems, printers, software applications such as Microsoft used in college operations.
4. Working knowledge of help desk software, databases and control of remote computers.
5. Principles of training, support, and services to end-users.
6. Principles of customer service.

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7. Principles of providing guidance to others.

Skills and Ability to:

1. Operate computer systems and related peripheral equipment.
2. Communicate clearly and concisely both orally and in writing.
3. Respond to inquiries in a courteous, tactful manner.
4. Establish and maintain cooperative and effective working relationships with others.
5. Work together in a team environment.
6. Multitask, prioritize and meet task timelines.
7. Work with attention to detail and independently with minimum supervision.

Required Qualifications:

EDUCATION AND EXPERIENCE

1. Associates degree in Computer Science or related field.
2. Two years of experience increasingly responsible experience performing help desk operation function or related activities.

Desired Qualifications:

DESIRED QUALIFICATIONS

1. Bachelors degree from an accredited college or university in computer science, computer information systems, or a related field.
2. A+ and/or Microsoft certification and other industry-recognized network certifications.
3. Keyboard - Strong typing skills.

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4. Help Desk call center experience.
5. Bilingual abilities, desirable.

Districts Diversity Requirements

- Demonstrated sensitivity, knowledge and understanding of the diverse academic, socioeconomic, gender identity, sexual orientation, cultural, disability, and ethnic background of groups historically underrepresented, and groups who may have experienced discrimination.
- Success integrating diversity as appropriate into the major duties outlined in the job description and in the duties listed in the Districts hiring policy; or demonstrated equivalent transferable skills to do so.

Salary Range:

\$79,409 - \$96,905 Annual Salary (Range 95: Classified Salary Schedule Fiscal Year 2024-2025). Starting placement is generally at Step 1.

Benefits:

Excellent fringe benefit package includes a pension, medical, dental, vision, EAP (employee assistance plan) and life insurance for employee and eligible dependents, and income protection. Voluntary plans include supplemental life insurance, Flexible Spending Accounts, 403b and 457 Deferred Compensation Accounts. Classified employees also receive vacation, 12 sick leave days and 20 paid holidays.

To be considered for this position please visit our web site and apply on line at the following link: <https://sjeccd.peopleadmin.com/>

About San Jose/Evergreen Community College District

The District is represented by dedicated and talented employees who are passionate about providing our student population with the best educational experience possible. The District recognizes that cultural diversity in the academic environment promotes academic excellence; fosters cultural, racial and human understanding; provides positive roles models for all students, and creates an inclusive and supportive educational and work environment for its employees, students, and the community it serves.

As of fall 2017, with enrollment of approximately 18,500 per semester, and an extremely diverse

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student population (Hispanic/Latino 44%, Black/African-American 4%, Asian/Pacific Islander 32%, American Indian/Native American 0.5%, White/Caucasian 11%) attaining educational goals reflecting 45% - AA Degree and Transfer to a 4-Year College/ University, the Districts emphasis on student success makes it a recognized educational leader in the State.

The District encourages a diverse pool of applicants to serve as colleagues to an existing diverse group of managers, supervisors and confidential staff consisting of 29 % Hispanic/Latino, 13% Asian/Pacific Islander, 7% Black/African American, 23% White/Caucasian, and as well as encouraging applications from all qualified, outstanding applicants.

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

District Office

San Jose/Evergreen Community College District

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