

New River Help Desk Technician

Job Title – Help Desk Technician

Position Description

The Help Desk is a fast-paced operation that employs outgoing, friendly, and reliable employees. A **Help Desk Technician** interacts with other students, faculty, staff, and administrators at New River to provide (a) *general* assistance in answering questions and providing information and by providing (b) *specific* assistance with issues encountered when users are accessing web-based information resources and using computer facilities (e.g., authentication issues, account privilege information, and guiding users through the specific procedural steps required to complete a task).

Often, a Help Desk Technician simply greets clients, records sufficient information to identify an issue, and then provides the information or assistance needed to resolve the issue. If an issue can't be resolved, the Help Desk Technician creates a trouble ticket with sufficient information and assigns the issue to the appropriate staff member for assistance with resolving the issue. Queries beyond the scope of technology support (e.g., financial aid, admissions, and course registration assistance) are resolved by communicating with the appropriate employee in that department who has the expertise needed to resolve the issue.

Responsibilities

Reception – Greet customers with an offer of assistance (*Hi, how may I help you?*) and collect sufficient information for either resolving an issue immediately or assigning it to a technician. Provide answers to general questions or direct users to the appropriate support when issues are outside the realm of technology support. Answer the Help Desk phone, resolve trouble tickets, transfer calls, input data, and take messages as needed. A friendly and professional personality with goal-oriented attitude is required.

Errands/Filing – Occasional filing, photocopying, data input, and similar errands are required. Attention to detail (with few or no errors) is essential.

Technical – Help Desk Technicians may sometimes assist others with replacing printer cartridges, troubleshooting printers and computers, and software installations and updates. All IT staff are available to assist Help Desk Technicians by sharing expertise, providing guidance, and managing the overall workload of tasks.

Special Projects – Help Desk Technicians may be called upon to perform additional tasks not identified above. Examples of such tasks include HTML coding and web design, assistance with inventory updates, and other record keeping tasks. Training will be provided to complete any assigned projects.

New River Community and Technical College

Preferences, Required Skills, and Attributes

1. Preference is given to current New River students pursuing a certificate or degree in computer-related areas.
2. Technical expertise is not required and extensive learning on the job is expected.
3. Attention to detail is an essential attribute.
4. Must be organized, goal-oriented, and able to communicate verbally and in writing with clarity.
5. Must have experience using a variety of computer applications (e.g., email, word processing, spreadsheets, and databases).
6. Must have a strong desire to help others.
7. Must be trustworthy and mindful of protecting sensitive information.

Ethics, Rules, Guidelines, and Expectations

- Help Desk hours are typically Monday through Thursday from 8AM to 7PM and on Friday from 8AM to 4PM.
- Centralized support is provided to all New River users, who may be working or learning remotely.
- Work schedules are developed and agreed upon by the employee and supervisor with any changes requiring prior supervisor approval.
- Training on both general and technical issues is provided as needed.
- Help Desk Technicians must exhibit a polite and professional demeanor.
- Part-time positions typically work a maximum of 20 hours per week.
- Student employees must maintain a minimum GPA of 2.5.
- Student employees may not concurrently work in other departments at the College.
- Student employees should plan shifts that are at a minimum of 2 hours in duration (to ensure sufficient time to complete tasks or assignments).
- Employees who work a 3-hour shift will be given a 15-minute break.
- Employees who work a 6-hour shift will be given two 15-minute breaks.
- Student employees should consider lunch and transit time to and from classes when scheduling work time.
- Help Desk Technicians are expected to report to work as scheduled. If a technician is unable to work a particular shift or be to work on time, the supervisor must be informed in advance. Missing an assigned shift and failing to notify the supervisor will result in a verbal warning (first offense), a written warning (second offense), and then termination for a third occurrence. The same procedure is used for anyone repeatedly late for work.
- Temporary part-time employees may be terminated without warning or cause.
- Technicians often share a work environment with full-time staff and are required to keep their office area organized and to minimize disruptions.
- Technicians are not allowed to bring meals to the Help Desk. Only drinks and light snacks are permitted.
- The Help Desk office is not a place for social gatherings.
- While on duty, excessive personal calls and texting are prohibited. Breaks serve as opportunities for employees to address personal affairs.
- Help Desk Technicians may have access to confidential information and are **required** to maintain the confidentiality of this information.

New River Community and Technical College

- Confidential information is only to be accessed while fulfilling responsibilities.
- The [ACM Code of Ethics and Professional Conduct](#) is the guide for your professional conduct.
- Misuse of confidential information is a serious offense and can be grounds for termination, disciplinary action, and/or expulsion.
- Confidential information is not to be shared without first confirming the identity of the person receiving it. Having the user provide a birthdate, home address, or other personal information that we already have on file is the expected method for verifying the identity of the person requesting assistance.
- Evidence of your understanding and willingness to comply with confidentiality requirements of New River, is provided by signing below.

Best!



Dr. David J. Ayersman
Vice President and Chief Information Officer
Information Technology Services
New River Community and Technical College

By signing below, I confirm I have read the information above and agree to perform my responsibilities accordingly. My signature is evidence of my understanding and willingness to comply with the confidentiality requirements of New River Community and Technical College.

Employee Name

Signature

Date