HELP DESK TECHNICIAN

Information Services Department

POSITION TITLE: Help Desk Technician

SUPERVISOR: Head of Support Services

CLASSIFICATION: AP

SUMMARY: Plays a major role in supporting the effective use of technology by members of the Bryn Mawr community. Provides first- and second-level troubleshooting and technology-related responses via telephone, in person, and electronically. Promotes professional and personal development of Student Support Technicians by providing training and educational opportunities and acting as a resource.

RESPONSIBILITIES:

- Responds to faculty, student and staff technology related queries via telephone, email, remote access, and in-person.
- Diagnoses and resolves advanced hardware and software issues.
- Stays abreast of technological trends related to the College environment.
- Identifies and transfers Help Desk issues to secondary and tertiary level technicians in and effective and timely manner.
- Develops and maintains a high level of proficiency with information technology in general and Bryn Mawr’s systems and technologies in particular.
- Maintains familiarity with mobile devices and technologies, especially as applies to connectivity with Bryn Mawr’s network and email/calendar solution.
- Uses a ticketing system to capture, track, route, and document problems from initial report to resolution.
- Works closely with Support Services colleagues to track, research, document, and resolve problems and to assist in developing appropriate policies.
- Works independently to research and resolve complex technical issues.
- Recommends individual and community-wide educational needs.
- Provides training and technical support to Student Support Technicians.
- Within a defined service offering, provides individualized support and maintenance of community members’ personal computers.
- May visit offices to provide point-of-service assistance when necessary.
- Administers Remote Assistance and Ticket Tracking server applications.
- Develops and maintains knowledge of campus and I.S. departmental roles and responsibilities.
- Assists with Support Services and IS projects as requested
- Acts as a resource for technical training and documentation initiatives
- Provides first-level day-to-day oversight of public labs in Help Desk vicinity, including problem trending.
- Performs other related duties as assigned.

SKILLS AND ABILITIES:

- Excellent problem solving and follow-through.
- Excellent oral and written communication skills, especially the ability to capture and communicate complex/complicated technical information.
- Attention to detail.
- Strong research and analytical skills.
- Creative problem solving.
- Professional demeanor and ability to remain calm under stress.
• Maintain positive professional relationships with colleagues and community members.
• Ability to work independently and as a team member.

MINIMUM EDUCATION AND EXPERIENCE:

Bachelor’s degree and 1-3 years experience in customer-oriented computer support environment, preferably in a higher education setting. Demonstrated ability to maintain a calm and professional demeanor under pressure; technical or instructional written and verbal skills that promote clear communication of complicated concepts.