

# HELP DESK ANALYST I

## Position Details

Class Code: 1478

Job Family: Information Systems

Classification: Support Professional

Terms of Employment: Pay Grade 52 on the Support Professional Salary Schedule

FLSA STATUS: NON-EXEMPT

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## Position Summary

Under general supervision, provides high-quality customer service as the primary point of contact for technical/procedural support and problem resolution to users in schools and departments.

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## Essential Duties and Responsibilities

The list of Essential Duties and Responsibilities is not exhaustive and may be supplemented.

1. Serves as Level 1 support for users requesting technical assistance using computer software and hardware or inquiring how to use specific applications including, but not limited to payroll reporting, CLASSxp, Microsoft Office, ParentLink, and Employee Self Service (ESS).
2. Uses troubleshooting skills to resolve basic computer technical issues.
3. Assists users with account access issues, such as password resets or unlocking account.
4. Advises users regarding problem resolution and directs users to take specific actions to define and resolve such problem.
5. Maintains accurate reporting of user interaction in enterprise-level ticket tracking systems such as CA Service Desk software.
6. Promotes issues to Level 2 and/or Level 3 support, when appropriate.
7. May initiate user support repair/site visits for technical problems and resolutions.

8. Diagnoses and resolves end-user network or local printer problems; computer hardware problems; e-mail, Internet, and local-area network (LAN) access problems.
  9. Assists in creating materials for end-user frequently asked questions (FAQs) and Knowledge Documents.
  10. Uses remote technology tools to assist users with resolving issues.
  11. Analyzes and evaluates support requests for recurring problems; makes recommendations, takes corrective action, or seeks assistance from appropriate resources.
  12. Participates in team projects that enhance the quality and efficiency of customer support and service.
  13. Conforms to safety standards, as prescribed.
  14. Performs other tasks related to the position, as assigned.
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## **Distinguishing Characteristics**

Responsible for first level technical support and problem resolution for enterprise applications and desktop and laptop computers (i.e., Apple and Windows).

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## **Knowledge, Skills, and Abilities (Position Expectations)**

1. Knowledge of personal computer systems, networking systems, operating systems, data communications, and software applications (including commercial productivity software).
  2. Knowledge of networking concepts such as directory and file rights, account creation, and network security.
  3. Ability to troubleshoot computer and network hardware and software malfunctions.
  4. Ability to resolve issues using remote technologies.
  5. Ability to maintain professional demeanor (i.e., patience, courtesy, respect, etc.).
  6. Ability to translate caller comments into technical computer terms.
  7. Ability to communicate effectively both orally and in writing.
  8. Ability to maintain and ensure integrity and confidentiality of information.
  9. Ability to recognize and report hazards and apply safe work methods.
  10. Possess physical and mental stamina commensurate with the responsibilities of the position.
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# Position Requirements

## Education, Training, and Experience

1. High school graduation or other equivalent (i.e., General Education Development (GED), foreign equivalency, etc.).
2. Three (3) years work experience in microcomputer support which includes one (1) year of work experience directly related to the position, providing operations and support assistance and troubleshooting desktop and laptop computers, software (i.e., word processing, database, and spreadsheet applications, etc.) and related systems; or,  
Two (2) years of college coursework with major area of study Information Technology (IT)-related technologies, such as Management Information Systems (MIS), Computer Science (CS), etc.; and, one (1) year of work experience directly related to the position providing operations and support assistance and troubleshooting desktop and laptop computers, software, (i.e., word processing, database, and spreadsheet applications, etc.) and related systems.

## Licenses and Certifications

None Specified.

## Preferred Qualifications

1. Industry certification in computer maintenance such as Computer Technology Industry Association (CompTIA) A+ certification.
2. Microsoft certification such as Microsoft Office Specialist (MOS).
3. Certification in customer service, such as Institute of Customer Service (ICS) certification.

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## Document(s) Required at Time of Application

1. High school transcript or other equivalent (i.e., GED, foreign equivalency, etc.).
  2. College transcript, if applicable.
  3. Specific documented evidence of training and experience to satisfy qualifications.
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## Examples of Assigned Work Areas

Clark County School District Technology and Information Systems Services Division (TISS), other divisions/departments throughout the District, and travel to and from schools and other District office settings.

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## **Work Environment**

### **Strength**

Sedentary to medium - exert force 20-50 lbs., occasionally; 10-25 lbs., frequently; up to 10 lbs., constantly.

### **Physical Demand**

Frequent sitting, standing, walking, pushing, pulling, stooping, kneeling, crouching, reaching, handling, and repetitive fine motor activities. Hearing and speech to communicate in person, via video conference and computers, or over the telephone. Mobility to work in a typical office setting and use standard office equipment. Stamina to remain seated and to maintain concentration for an extended period of time. Vision: Frequent near acuity, occasional far acuity, and color vision. Vision to read printed materials and online, Video Display Terminal (VDT) screens or other monitoring devices.

### **Environmental Conditions**

Climate-controlled office setting with temperatures ranging from mild to moderate cold/heat. Exposure to noise levels ranging from moderate to loud for occasional to frequent time periods.

### **Hazards**

Furniture, office equipment, communicable diseases, chemicals, and fumes (as related to specific assignment), and power/hand-operated equipment and machinery (as related to specific assignment).

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## **Examples of Equipment/Supplies Used to Perform Tasks**

Various computers, printers, modems, scanners, copy machines, telephones, fax machines, etc.

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### **AA/EOE Statement**

This employer does not knowingly discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, disability, or national origin.

## **Job Revision Information**

- Revised: 06/03/21
- Created: 05/09/12