

JOB DESCRIPTION

Job Title: *Helpdesk Support Specialist (9789)*

Job Summary:

The job of Helpdesk Support Specialist (HSS) was established to provide end-user technical support for issues related to computers, software, peripherals or other technology equipment. This position reports to the Director of Information Systems and/or designee. The position will support Tulare County Office of Education (TCOE) in the day-to-day operations and project tasks associated with, but not limited to, the functionality and performance of the workstations, email, internet connectivity, web applications, document processing, etc. (software).

Essential Duties:

Assists the Systems Support Specialist, Systems Administrator, Systems Engineer, Network Engineer, and other Information Systems team members in Tier 1 network,

Responsibilities include: working under moderate supervision using standardized practices and/or methods; and providing information, and/or advising others. Utilization of some resources from other work units may be required to perform the job's functions. There is some opportunity to impact TCOE's services. The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling; and some finger dexterity. Generally, the job requires 85% sitting, 10% walking, and 5% standing. This job is performed in a generally clean and healthy environment.

Experience Required:

One year of experience assisting end users in a troubleshooting and/or support role is required.

Education Required: