

General Information

Date: 1/6/2020

- Help Desk/Infrastructure Support Specialist

Reports to

Manager, Help Desk & Communication

Location

Burke Library

FLSA

Classification

Exempt & Non-Exempt

Position Summary

Provide courteous and timely support to the department and Hamilton community covering a wide range of computing and Infrastructure related technical issues. Areas of support include, but are not limited to, problems related to hardware, software, network connectivity and the use of technology enhanced classroom equipment. The position will have designated shifts on the help desk providing professional support for patrons and assisting Help Desk student workers. When not serving a designated Help Desk shift, the position will be “embedded” in other infrastructure units providing second tier support and assisting in project workload.

Responsibilities

Help Desk Shift Support

1. Serves as a technical support provider on the LITS Help Desk according to an agreed upon schedule.

Support duties include:

- a. Troubleshoots and resolves customer computer problems in a thorough, careful and timely manner in accordance with our service level agreement;
- b. Visits customers in their office or lab when the problem cannot be resolved over the phone;
- c. Conducts research into problems that cannot be easily resolved. Shares new solutions with the team and, where appropriate, with others in LITS;
- d. Quickly and accurately logs calls into the Help Desk call-tracking software. Logs will include sufficient detail for others to fully understand the nature of the problem and the support that was already provided;
- e. Follows-up on open Help Desk tickets in a timely manner including those opened by others on the team as necessary;
- f. Provides technical assistance to Help Desk student employees (Tier 1) and assumes responsibility for problems escalated to Tier 2 when serving as the on-duty Tier 2 provider;
- g. Understands and adheres to team and LITS standards and policies;
- h. Stays abreast of campus standard software, hardware and our network environment in order to provide quick and accurate support;
- i. Stays abreast of new technology and troubleshooting tools;
- j. Maintains a customer service orientation which includes, but is not limited to, treating customers with respect, listening politely, providing timely and accurate communication and promoting customer self-sufficiency;
- k. Participates in the creation of Help Desk related technical support documentation (e.g. documents, web pages, LITS resource center and articles for the LITS newsletter) that covers

both general and specific technology issues. Also contributes to creating and maintaining team checklists;

- l. Demonstrates an ability to convey technical information clearly and concisely - orally and in writing;
- m. Serves as the primary support coordinator for client computers that are dropped off for troubleshooting. Ensures the timely completion of the work and confirms that results are fully documented and communicated to the client according to procedures;
- n. Regularly participates in team and department meetings and contributes to Help Desk team projects and specially assigned responsibilities;
- o. Actively supports the security initiatives managed by LITS. Demonstrates an understanding of our security policies and fully adheres to them. Stays abreast of current trends in desktop computer security, virus/spyware prevention and remediation. Regularly assists in the review of the available tools (e.g. anti-virus software, anti-malware software, etc.).

Embedded Infrastructure Support

1. When not serving a dedicated shift at the Help Desk, serves as an Infrastructure technical support specialist embedded in one of the 3 infrastructure units (Desktop Integration Services, Audio Visual Technology and/or Network Services) according to a schedule agreed upon by the Manager for Help Desk Services and Unit managers. The infrastructure shift support is designed to deepen support knowledge of backend systems/operations and to assist infrastructure units in special or recurring project work.
 - a. Assists in the “on call” activities for the assigned unit
 - b. Assists in day to day operational tasks including but not limited to:
 - i. computer imaging
 - ii. computer deployments
 - iii. Desktop software installation, testing and support
 - iv. system/network testing and monitoring
 - v. classroom assurance
 - vi. desktop/network and AV summer upgrades
 - vii. printer deployment
 - viii. DNS/DHCP operations
 - ix. WiFi testing and troubleshooting
 - x. Other duties as assigned by the HD and/or unit manager (s)

Education and Previous Experience Requirements

Minimum Education and Experience:

- Associates degree in computer or closely related field, or an equivalent combination of related education, training, and experience (PC and Apple technical and/or help desk experience).

Position Description

- Ability to work independently, as a member of a team, and without direct supervision.
- Good understanding of computers, including troubleshooting skills related to such systems.
- Ability to work well under pressure and meet deadlines with minimal direction.

Preferred Education and Experience:

- Bachelor's degree in computer or closely related field
- Experience in higher education.
- 2+ years of applied PC and Mac technical and/or help desk experience.

Knowledge, Skills, and Abilities

Job-related qualifications representing the knowledge, skills, and abilities an individual needs to possess in order to perform the job in a satisfactory manner.

All levels

- Experience and ability to positively and inclusively interact with diverse student populations and groups.
- Good problem solving, and analytical/reasoning ability, organization, and effective communication skills (oral and written).
- Must possess excellent customer service skills, troubleshooting skills, and verbal and written communication skills.
- Must be patient and able to listen to others carefully and calmly. Must be able to speak clearly and be understood.
- Ability to handle multiple concurrent tasks with constant interruptions in a constantly changing environment
- Demonstrates a high level of technical knowledge of the operating systems, hardware, and software supported by the team at a level sufficient to serve effectively as Tier 2 support and to identify and/or teach the skills required by student employees;
- Must possess solid technical skills in Apple and Windows platforms, our standard supported hardware and software, and basic TCP/IP networking concepts. Multi-media related experience is a plus. Must also enjoy learning and working with constantly changing software and hardware.
- Must enjoy helping people (at all skill levels) to troubleshoot and solve their technical problems (primarily) over the phone and in person.
- Ability to communicate technical information (both written and verbally) to non-technical people in an unambiguous, supportive and meaningful way.
- Should be able to work collaboratively within our team, the department and across the College.
- Must be self-directed and able to manage time effectively so that deadlines are met.
- Seeks opportunities for, and regularly participates in, professional development. This includes, but is not limited to, seminars/webinars, relevant classes and training courses, relevant books, relevant certifications, and IT related conferences.

Physical Dimensions

Incumbents in this position must have the ability to travel periodically throughout the campus in all forms of weather. Must have the ability to see sufficiently to read documents, have the ability to operate



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computer and other office equipment, and be able to work in an open (occasionally noisy) office environment.

- This job description describes the general nature and level of work performed and in no way states or implies that these are the only duties performed by an employee occupying any of these positions. When necessary, employees will be required to perform other duties as assigned.
- This document does not create an employment contract, implied or otherwise, other than an “at will” employment relationship.

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Indicate how often the following physical demands are required to perform the Essential Job Responsibilities.

Activity (Hours per Day)	Never	Occasionally	Frequently	Constantly
	0 hours	Up to 3 hours	3-6 hours	6-8+ hours
Sitting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Walking	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending (neck)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending (waist)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Squatting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crawling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twisting (neck)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twisting (waist)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hand Use				
Is repetitive use of hand required?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Check the frequency of activity required of the employee to perform the job				
Activity (Hours per day)	Never	Occasionally	Frequently	Constantly
	0 hours	Up to 3 hours	3-6 hours	6-8+ hours
Simple grasping (right hand)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Simple grasping (left hand)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Power grasping (right hand)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Power grasping (left hand)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fine manipulation (right hand)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Fine manipulation (left hand)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pushing and pulling (right hand)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pushing and pulling (left hand)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>



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Reaching (above shoulder level)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching (below shoulder level)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting				
Please indicate the daily lifting requirements of the job	Never	Occasionally	Frequently	Constantly
	0 hours	Up to 3 hours	3-6 hours	6-8+ hours
Lifting 0-10 lbs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting 11-25 lbs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting 26-50 lbs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting 51-75 lbs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting over 75 lbs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Reviewed and Approved:
(Sign and Date)

Department Manager/Supervisor: _____

Date: _____

Department Director/VP: _____

Date: _____

Human Resources: _____

Date: _____

Union Representative (If Applicable): _____

Date: _____