HELP DESK AIDE I
(ALBANY HOUSING AUTHORITY)

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility in providing Help Desk support, including monitoring network issues to ensure a timely resolution. The incumbent must also perform desktop hardware repairs and assists in configuration of end-user PC desktop hardware, software and peripherals. Other responsibilities include researching technical issues, providing PC and Software orientation to new employees, and answering staff questions pertaining to hardware and software. Work is performed under supervision of the Network Support Specialist.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Provides Help Desk support to end users on a variety of issues;
- Documents, tracks and monitors the problem to ensure a timely resolution;
- Follows all documented Help Desk standards and procedures;
- Answers staff questions in person, via phone, and/or email on Housing Authority supported hardware and software;
- Troubleshoots and determines computer problems (hardware, software, user access, etc.);
- Diagnoses and resolves end-user network or printer problems;
- Indentifies, researches, and resolves technical problems relating to responsibilities;
- Escalates issues to the appropriate parties as needed to ensure the most efficient and expedient means to problem resolution;
- Assists in the configuration of end-user PC desktop hardware, software and peripherals;
- Coordinates timely repair of PC computer equipment, printers, etc. covered by third-party maintenance agreement;
- Performs desktop hardware repair for PC computer equipment and peripherals that are not covered by third-party vendor maintenance agreements;
- Provides PC and Software orientation to new staff;
- Participates in team projects as required;
- Documentation of trouble issues, devices, contracts, etc.;
- Enters and retrieves information in an automated information system;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of personal computers and office equipment;
- Good knowledge of information technology help desk procedures, processes and practices;
- Good knowledge of the principles and practices of providing effective and timely customer support;
- Good knowledge of Windows-based software and applications; working knowledge of data communication networks;
- Ability to guide customers in the use of computers and various software packages;
- Ability to establish effective working relationships with others;
- Ability to problem-solve computer related problems;
- Ability to comprehend oral and written technical information;
- Ability to communicate clearly both orally and in writing;
- Initiative, tact, and patience;
- Good judgment;
- Resourcefulness;
- Reliability;
- Accuracy;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

A. Successful completion of fifteen (15) credit hours* in Management Information Systems, Computer Science, Information Resources Management, Information Technology, or a closely related field offered by a technical training institute, college or a corporate training program and one (1) year of work experience in information technology help-desk management and customer support; **OR**

B. Graduation from high school or possession of a high school equivalency diploma and two (2) years of experience in information technology help-desk management and customer support; **OR**

C. An equivalent combination of training and experience as indicated above.

*Coursework in the use of specific programs such as WORD, EXCEL or ACCESS and data entry is not acceptable.

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