



BLACK HAWK COLLEGE
invites applications for the position of:

Help Desk Technician

SALARY: \$12.26 - \$13.89 Hourly

OPENING DATE: 11/14/13

CLOSING DATE: 12/01/13 11:59 PM

BARGAINING UNIT: United Auto Workers

GENERAL RESPONSIBILITIES:

Provides Help Desk "close on first contact" problem resolution, on-site technical troubleshooting when needed, remote troubleshooting, and technical support for Black Hawk College students, faculty and staff. Responsible for troubleshooting, problem reporting, and follow up of issues involving mission critical information systems that support the College's business processes and student learning.

DESCRIPTION OF ALL DUTIES:

- a. Receives and analyzes incoming calls, e-mails, chat sessions, and other communications for the Help Desk.
- b. Provides telephone/remote troubleshooting assistance for all computer, phone, network, printing, and related equipment as appropriate during assigned hours.
- c. Responsible for ensuring that all Help Desk communications are captured and tracked in the call desk tracking tool during assigned hours.
- d. Responsible for developing a web presence of frequently asked questions (FAQ's) of Help Desk information to provide district-wide customer service support for students.
- e. Assists with analyzing and developing a Help Desk problem solving knowledgebase for all Help Desk personnel to utilize when responding to calls.
- f. Monitors, documents, and communicates all system outages to the College community during assigned hours.
- g. Works with Desktop Analysts to install, configure and troubleshoot desktop and notebook computers.
- h. Provides tier 1 installation, configuration and troubleshooting applications, operating systems, and software packages supported by the College.
- i. Develops a working knowledge of the current Windows and Macintosh operating system software.
- j. Assist with maintaining inventory for all IT assets.
- k. Responsible for managing remote control software and remote support functions of the college and reporting on its usage.
- l. Develops a working knowledge of ITS Help Desk software and Administers the software package.

DESCRIPTION OF OTHER DUTIES:

- a. Assists with research and development of district-wide standards for desktop hardware and software.
- b. Assists with development of desktop security standards.
- c. Assists with the research, recommendation, and implementation of new technologies district-wide.
- d. Performs other job duties as assigned.
- e. Install, configure and troubleshoot mobile devices.

- f. Install, configure and troubleshoot all peripheral devices (fax, copier, printers).

EDUCATION & EXPERIENCE:

- a. Associate's degree or equivalent (60 earned college credits) required.
- b. Minimum of one (1) years of Windows Operating Systems support experience required.
- c. Minimum of one (1) years experience supporting Microsoft Office Tools required.
- d. Minimum of one (1) years computer hardware and software troubleshooting experience required.
- e. Minimum of one (1) years customer service experience required.
- f. Minimum of one (1) years maintaining websites preferred.
- g. Experience with Learning Management systems like Canvas or Blackboard preferred.
- h. Experience working with Mac's preferred.
- i. Experience with high volume help desk/call center preferred.
- j. Experience with some type of call tracking tool preferred.
- k. Demonstrated problem solving skill.
- l. Excellent written and oral communication skills required.

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.bhc.edu>

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Position #13-00108
HELP DESK TECHNICIAN
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