



Job Specification

Job Title: Help Desk Specialist
BCAT Code: 603X AP
Pay Grade: G11

Effective Date: April 1, 2007
Revision Date: February 1, 2007
FLSA Status: Non-Exempt

General Description

Provides first level telephonic computer support to faculty, staff, and students for routine computer problems.

Examples of Duties

- Receives calls and answers inquiries from faculty, staff, and students hardware/software.
- Utilizes information system in documenting the history and detail of computer problems and their resolution.
- Prepares reports on problems called-in, pending resolutions, and final resolutions.
- Maintains a customer service focus for all reported problems.
- Maintains knowledge of changes and trends in the hardware/software supported.
- Consults with staff, student, and faculty and provides guidance to address problem.
- Evaluates the type and nature of information system problems called-in.
- Serves as the liaison between the customer and the technical agent.
- Performs other help desk related duties as assigned.

Knowledge, Skills, and Abilities

- Knowledge of various hardware and software systems.
- Knowledge of integrated systems and event driven programs.
- Ability to multi-task and use independent judgment.
- Knowledge of Windows 2000 & XP, Banner, Spectrum, and an understanding of client/server computing.
- Effective time management, customer service, analytical, and organizational skills.
- Effective oral and verbal communication with external and internal customers.

Minimum GSU Hiring Standards

Bachelor's degree and one year of related experience; or a combination of education and experience.

The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.