

Help Desk Specialist
San Diego Community College District

Direct Link: <https://www.AcademicKeys.com/r?job=248957>

Downloaded On: Nov. 19, 2024 11:33am

Posted Nov. 18, 2024, set to expire Nov. 26, 2024

Job Title	Help Desk Specialist
Department	Information Technology
Institution	San Diego Community College District San Diego, California
Date Posted	Nov. 18, 2024
Application Deadline	11/26/2024
Position Start Date	Available immediately
Job Categories	Classified Staff
Academic Field(s)	Information Technology
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Job Description	

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Help Desk Specialist

San Diego Community College District

Closing Date: 11/26/2024

Position Number: 00120595

Location: District

Position Type:

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Classified

The Position:

Posting Details (Default Section)

Closing Date: 11/26/2024 Open Until Filled No Classification Title Help Desk Specialist Working Title Recruitment Limits Location District Pay Information Range #19 (\$5,474.31 - \$5864.22) per month based on the current Classified salary schedule. New employees will begin on Step I (\$5,474.31). Step placement is non-negotiable. Promoted or transferred employees will be placed as specified in the CBA. This position is FLSA Non-exempt (may accrue overtime). Excellent Benefits are provided to all Contract employees with assignments greater than, or equal to, 50% (0.50 FTE) and all eligible dependents. A temporary probationary period will apply to the employee entering this assignment. The SDCCD Employment Web Page provides a link to employee collective bargaining agreements/handbooks, salary schedules and more information about terms and conditions of employment to include salary and benefits. Position Equivalent FTE: 1.0 FTE No. Months: 12 months Position Number: 00120595 FLSA Status Non-Exempt (accrues overtime) Position Type Classified Bargaining Unit AFT - Classified Professionals Range 19 Department Information Technology The Position San Diego Community College District (SDCCD), second largest of California's community college districts is looking for a **Help Desk Specialist**. We offer excellent benefits and ample sick and vacation leave.

Hours are 8:00 to 5:00 p.m., Monday thru Friday. Selected candidate must be willing to adjust work days/hours based on the department's needs.

Please note that an employee may be transferred to any site at the option of the Chancellor. Classification Description Click [here](#) for description.

If you would like to open the link in a different tab or window, right click and select the option. Desired Qualifications Minimum Experience and Skills:

- Experience in providing first-level support to end-users via phone, email, or in-person.
- Skilled in troubleshooting and resolving hardware, software, and network issues.
- Proficiency in assisting with password resets, account lockouts, and MFA resets for all users.
- Capability to ensure necessary permissions for various tools.
- Adherence to and promotion of service desk best practices to ensure efficient and effective support.
- Experience in reviewing ticketing system views and dashboards to monitor and manage

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support tickets.

- Ability to create request forms and automated workflow assignments.
- Skill in assigning licenses and access to third-party apps.
- Experience in creating and maintaining shared mailboxes and public folder mailboxes.
- Ability to assist with Learning Management System login issues.
- Experience in reviewing and executing employee account creation and deletion procedures.
- Proficiency in managing account name change procedures.
- Experience in reviewing daily business unit changes and ensuring all updates are accurately reflected in the system.

Preferred Qualifications:

- Knowledge of ITIL best practices.
- Strong understanding of IT systems and troubleshooting techniques.
- Proficiency with various administrative tools and platforms.
- Excellent communication and customer service skills.
- Ability to manage multiple tasks and prioritize effectively.
- Familiarity with service desk software.

Certification:

- Certifications in relevant IT fields such as CompTIA A+ and Microsoft certifications.

Education and Experience:

- Associate's degree in Information Technology, Computer Science, or a related field. Bachelor's degree preferred.
- Minimum of 2 years of experience in a help desk or technical support role.

Foreign Degree: Applicants with foreign degrees from colleges or universities outside of the United States must have their coursework evaluated by a professional association that is a member of the National Association of Credential Evaluation Services (**NACES**) or Academic Credentials Evaluation Institute, INC. (**ACEI**). A copy of the evaluation must be submitted with your on-line application.

Commitment to Diversity: All applicants must have demonstrated cultural competency and sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty and classified

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professionals. Special Instructions to Applicants: To ensure consistency, fairness, and alignment with our commitment to Diversity, Equity, Inclusion, and Accessibility (DEIA), please submit only the materials specifically requested in this posting (e.g., no personal photos, articles, etc.). Be sure to upload the required documents using the respective document name labels. Uploading extraneous materials, unless explicitly requested, may result in your application not being reviewed. Only complete application packets will be forwarded to the committee.

Application materials sent via mail, fax, or email will not be accepted. All correspondence, including interview invitations, will be communicated via email.

We are dedicated to maintaining the confidentiality of all inquiries, nominations, and applications in the strictest confidence, and we encourage applicants from diverse backgrounds to apply.

1. Complete online application;
2. Cover letter;
3. Resume; AND;
4. Three (3) professional references listed within the online application.

Tentative Timeline (Subject to Amendments) Conditions of Employment: **SELECTED CANDIDATE IS REQUIRED TO COMPLETE THE FOLLOWING PRIOR TO EMPLOYMENT:**

- Submit "official" college transcripts as stated on application (even if a degree is not a requirement for this position);
- Provide a Certificate of Tuberculosis Exam for initial appointment (Note: The certificate must be renewed every 4 years as a condition of continuing employment);
- Have fingerprints taken by a Live Scan computer at the District's expense (Clearance must be received prior to first day of employment);
- Present original documents for proof of eligibility to work in the United States **as required by the I9 Employment Eligibility Verification form**; AND,
- Attend a new hire processing appointment in People, Culture, and Technology Services located at the District Administrative Offices.

EMPLOYMENT AFTER RETIREMENT

If you accept a contract (permanent) position with SDCCD and are a retired annuitant with CalPERS or CalSTRS, you must reinstate from your retirement system. Please reference the [CalPERS](#) or [CalSTRS](#) website for further information.

Additional Information: **EMPLOYEE BENEFITS**

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SDCCD provides a comprehensive fringe benefit package for its full-time classified employees. The District contributes toward the cost of the premium (including dependent coverage) for the medical insurance plan options. Additional benefits include dental, vision, sick leave, vacation and opportunities for professional development. Contract employees become members of the California Public Employees' Retirement System (CalPERS) upon appointment. Posting Number CL01729

Major Responsibilities:

Qualifications:

Desired Qualifications:

Minimum Experience and Skills:

- Experience in providing first-level support to end-users via phone, email, or in-person.
- Skilled in troubleshooting and resolving hardware, software, and network issues.
- Proficiency in assisting with password resets, account lockouts, and MFA resets for all users.
- Capability to ensure necessary permissions for various tools.
- Adherence to and promotion of service desk best practices to ensure efficient and effective support.
- Experience in reviewing ticketing system views and dashboards to monitor and manage support tickets.
- Ability to create request forms and automated workflow assignments.
- Skill in assigning licenses and access to third-party apps.
- Experience in creating and maintaining shared mailboxes and public folder mailboxes.
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Certification:

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Education and Experience:

- Associate's degree in Information Technology, Computer Science, or a related field. Bachelor's degree preferred.
- Minimum of 2 years of experience in a help desk or technical support role.

Licenses:

Pay Information:

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To apply, visit: <https://www.sdccdjobs.com>

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Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

Information Technology
San Diego Community College District

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