

POSITION TITLE: Help Desk Work Study  
DEPARTMENT: Information Support Services

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**PURPOSE:** This position assists users with computer-related issues/problems and creates Help Desk tickets for IT Technicians to assist end users in solving technology problems. Work with IT Staff to communicate emergency technology issues. May be asked to fill in as a Smart Classroom Technician which includes preparing Smart Classroom for classes: sign out room key at the switchboard, unlock room, turn on the lights, start the computer, turn on the document camera and projectors and initiate video call.

**ESSENTIAL FUNCTIONS**

Answer phone and greet Help Desk visitors. Assist users with questions and problems encountered with hardware/software. Analyze and correct problems if skill set allows. Create Help Desk tickets for IT Technicians for outstanding end user problems.

Understand and abide by TVCC policies and regulations.

TVCC values professionalism in its employees. The following attributes and behaviors are identified as examples of what is expected of an employee:

- Display empathy and positive regard for others in written, verbal and non-verbal communications.
- Work effectively with colleagues and students by practicing punctuality, respect for deadlines, collaborative problem solving, and honest communication.
- Build trusting relationships by acting with integrity, courtesy, and responsibility, even in the face of stress or demanding workplace conditions.
- Maintain proficiency as needed and approved by attending trainings, reading job-related materials, and meeting with others in area of responsibility.
- Dress appropriately for a workplace with frequent customer service interaction and community outreach.
- Meet all required standards of confidentiality and safety. Maintain work areas in a clean and orderly manner.

**PHYSICAL DEMANDS**

While performing the duties of this position, the employee is frequently required to sit, communicate, reach and manipulate objects, tools or controls. The position requires mobility. Duties involve moving materials weighing up to 10 pounds on a regular basis and up to 30 pounds on an occasional basis. Manual dexterity and coordination are required over 50% of the work period while operating equipment such as computer keyboard, mouse, calculator and similar machines.

**WORKING CONDITIONS**

Most work takes place in usual office working conditions, where the noise level in the work area is typical of most office environments with telephones, personal interruptions, and background noises.

**SUPERVISION RECEIVED**

Works under the direct supervision of the IT Director.

The above description covers the most significant duties performed but does not include other related occasional work.

*Created 10/16*

I have read and understand this position description.

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Employee Signature

Date