

**TITLE: Technical Consultant III (HelpDesk)**

**SUPERVISOR: Service HelpDesk Area Manager**

### MAIN FUNCTION

Under minimal supervision, the Technical Consultant provides direct support to the Washington College community, delivering technical and policy/procedural information concerning the use of information technologies in academic and administrative processes. The consultant is responsible for providing a variety of support services (e.g. consulting, training and system access) via the Washington College Service HelpDesk, group and individual contacts, and a variety of other instructional venues (e.g. short courses, presentations, and publications).

### DUTIES AND RESPONSIBILITIES

Consult with faculty, staff, and student users and potential users of Washington College systems and services regarding a broad range of hardware systems, software applications, and support services. Provide information concerning the policies and procedures governing access to and use of information technologies. Answer complex questions concerning computer access and effective use of application software and hardware. Provide immediate advanced problem resolution (troubleshooting) and referral services.

Assist in the development and maintenance of on-line staff referral system, tracking and expert system databases, and related technical information support systems.

Assist in the development and delivery of non-credit instruction on a variety of technical topics.

Provide follow-up client contact to ensure satisfactory resolution of service requests and to solicit input concerning need for support services.

Assist in the creation and/or revision of Washington College publications and documentation on a wide range of topics.

Attend formal and informal training sessions to maintain knowledge of Washington College supported systems and services.

Perform other related duties as assigned.

### DIRECTION RECEIVED

Minimal supervision by managerial staff. Errors may cause embarrassment to the organization.

### KNOWLEDGE/EXPERIENCE REQUIREMENTS

Completed course work in information technology related field(s) (business, computer science, education, social sciences) preferred.

2-3 years of technical service delivery (consulting, instruction) or related client support services.

Outstanding oral and written communication skills. Strong interpersonal and organizational skills.

In-depth knowledge of a range of Washington College supported hardware (Windows personal computers, Apple Macintosh, Linux operating systems, and a variety of peripherals); software (word processing, database management, spreadsheets, programming languages, editors, communications), and services (consulting, workshops/training, documentation) required.

Ability to acquire and maintain working knowledge of a wide range of applications/systems, in a highly dynamic environment essential. Specific, in-depth knowledge of one supported operating system (e.g., Windows, Macintosh OS, Linux) and more than one major software application areas (word processing, Programming languages, communications, database management, etc.) required.

Service oriented, independent, adaptable, optimistic, highly motivated, cooperative.

## CONTACTS

Daily contact with College faculty, staff, and students at all levels during delivery of services. Daily contact with a large internal Washington College technical support staff. Occasional contact with vendors and other external groups.

## WORKING CONDITIONS

Service center desk located in public access area, multiple phone lines, personal computers, and documentation libraries. Hectic and fast paced with emphasis on quality customer service. Some time spent in typical open office environment with individual workstation, phone, and storage.

## PHYSICAL DEMANDS

General: frequent use of VDT displays and other electronic devices.