

The Virgin Islands Consortium

Dept. Of Education Job Opening: Help Desk Specialist

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Staff **June 11, 2015**



Job
OPENING

THE POSITION BELOW IS VACANT IN THE DEPARTMENT OF EDUCATION:

POSITION TITLE: Help Desk Specialist

LOCATION: St. Thomas/ St. John District and St. Croix District

Interested persons should contact: DIVISION OF HUMAN RESOURCES (340) 773-1095

Deadline for applying: July 10, 2015

Salary Range: \$34,940

Union: Support Staff Unit – (AFT)

DESCRIPTION This is a standard position description whose function is to provide assistance to a specialized assistance program for users in solving personal computer problems. Work involves recording and researching problems, conducting follow-up actions and providing training.

An employee in this class works under the immediate supervision of a higher level officer. Some degree of independence is expected, especially in the areas of tracking problems and researching to resolve routine user problems related to computer operations.

- **DUTIES AND RESPONSIBILITIES (NOT ALL INCLUSIVE)** Receives calls from users requesting solutions or service to personal computer problems;
- Records all problems reported or discovered;
- Researches and resolves routine user problems related to computer and communication, equipment and software;
- Conducts and coordinates user support for personal computer software/hardware and on-line systems through telephone communication and on site assistance;
- Assists information services staff in development and establishment of problem prevention programs such as user training;
- Maintains current computer software reference materials such as user manuals, training guides and technical support materials;
- Performs data entry and output verifications;
- Provides monthly reports, based on Help Desk System and other information;
- Performs other related duties as required.

KNOWLEDGE, SKILL AND ABILITIES

- Knowledge of local and federal laws, rules, regulations and policies regarding financial Internal/External assistance programs;
- Knowledge of the operation and care of the digital computer and its peripheral equipment;
- In depth knowledge of computer software and technical methods;

EDUCATION AND EXPERIENCE

- Bachelor of Science or Bachelor of Arts Degree in Computer Science, Data Processing or Information System or;
- Associate Degree in Computer Science, Data Processing, Information System or any closely related field and two (2) years computer related experience or;
- Equivalent combination of education and experience not to go below a High School Diploma and not less than five (5) years practical experience, two of which must be in computer related work.

“No person shall be discriminated against in employment or in any other educational program or activity offered by the Virgin Islands Department of Education on account of race, color, creed, national origin, sex, handicap, or age.”