HELP DESK SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This position involves the responsibility for providing first line technical assistance to component school districts using technology services supported by the Mid-Hudson Regional Information Center (MHRIC). An incumbent is responsible for providing technical assistance by telephone and/or e-mail communication by evaluating, diagnosing and trouble-shooting customer computer problems related to software packages and basic hardware issues and offering resolutions to the problems. This position normally resides in the Operations and Programming Department within the Mid-Hudson Regional Information Center (MHRIC). The work is normally performed under the general supervision of the Operations and Programming Manager with leeway allowed for exercising independent judgment in carrying out the details of the work. Supervision is not a function of this class. Does related work as required.

TYPICAL WORK ACTIVITIES; The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Provides customers with first-level diagnosis and trouble-shooting of computer problems relating to software packages, basic hardware issues, and specific applications;

Provides a general technical analysis to identify and isolate customer problems and refers questions, when necessary, to the appropriate MHRIC technical specialist and/or vendor personnel;

Refers more complex questions and problems involving computer hardware, connectivity, software and peripheral equipment associated with the computer system to the appropriate technical specialist;

Performs a variety of diagnostics on communication equipment, telephone facilities and/or other hardware;

Reports incidents and arranges for repair of desktop and other computer hardware when necessary;

Creates and maintains a computerized help desk database system to log calls, track actions and resolutions;

Follows-up with customers to ensure that problems are resolved and updates them regarding actions taken or planned, based on District Visit Reports (DVR) filed on their tracking system;

Periodically trains MHRIC personnel in the use of help desk software and procedures;

Creates and maintains a database measuring on-going level of customer support and repeated problems, including resolutions to these problems;

Prepares activity and progress reports to detail status of existing technical issues and the course of action taken or planned;

Sits in on all applications training sessions in MHRIC to upgrade diagnosing and trouble shooting skills;

Works with MHRIC personnel to improve current services.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of information technology help desk procedures, processes and practices; good knowledge of the principles and practices of providing effective and timely customer support; good knowledge of Windows-based software and applications; working knowledge of data communication networks; ability to guide customers in the use of computers and various software packages; ability to establish effective working relationships with others; ability to problem-solve computer related problems; ability to comprehend oral and written technical information; ability to communicate clearly both orally and in writing; customer service orientation; initiative, tact, patience, good judgment; resourcefulness; reliability; accuracy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

A. Successful completion of fifteen (15) credit hours* in Management Information Systems, Computer Science, Information Resources Management, Information Technology, or a closely related field offered by a technical training institute, college or a corporate training program and one (1) year of work experience in information technology help-desk management and customer support; **OR**

B. Graduation from high school or possession of a high school equivalency diploma and two (2) years of experience in information technology help-desk management and customer support; **OR**

C. An equivalent combination of training and experience as indicated above.

*Coursework in the use of specific programs such as WORD, EXCEL or ACCESS and data entry is not acceptable.

ULSTER COUNTY   Adopted: December 22, 2003
3495 HLP DSK SP
Classification: Competitive
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