

HELP DESK TECHNICIAN

DISTINGUISHING FEATURES OF THE CLASS: This position involves the responsibility for providing first line customer support assistance to component Ulster County departments and external customers using technology services supported by Ulster County Information Services(UCIS). 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. The work is normally performed under the general supervision of an UCIS Assistant Director 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.

Receives customers' requests for service, suggestions and comments and schedules customer work;

Provides customers with first-level diagnosis and trouble-shooting of computer problems relating to IT hardware, software, networking and other related technologies;

Resolve problems during the initial customer contact whenever possible;

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;

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;

Creates and maintains a knowledge database of on-going 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;

Prioritize incidents with customers; Escalate high severity incidents to UCIS Management;

Develops and disseminates forms and detailed written procedures for customers to follow in making suggestions and reporting problems;

Reviews applicable systems and operations standards and documentation; and makes recommendations to systems and operations personnel for improvements;

Attends software application training sessions in UCIS to upgrade diagnosing and trouble shooting skills;

Maintain IT databases used at Customer Support such as Employee/Customer IT information listings and customer system Sign-On/Password information for department use;

Trains Ulster County employees in the use of available applications, software and hardware;

Maintains proper operation of UCIS IT Classroom desktops and other multi-media devices for IT Education Classes;

Works with UCIS personnel to improve current services.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of PC hardware and operating systems software; thorough knowledge of the operation of computers and peripheral equipment; good knowledge of Windows-based software and applications; good knowledge of diagnosing hardware and software problems; good knowledge of information technology help desk procedures, processes and practices; working knowledge of data communication network operations; ability to guide customers in the use of technology and various software packages; ability to establish effective working relationships with others; ability to solve technology 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. Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in Computer Science or a related field; **OR**
- B. Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in Computer Science or a related field, and two (2) years of full-time, paid experience in an information processing center comparable in size and function to that of Ulster County Information Services in which the employee had responsibility for frequent user contact for purposes of user training and diagnosing and resolving user hardware and software problems; **OR**
- C. A certificate from a recognized training school showing satisfactory completion of a training course in Computer Science and three (3) years of the above experience; **OR**
- D. Graduation from high school, or possession of a high school equivalency diploma, and four (4) years of the above experience; **OR**

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

Note: For the purpose of determining a field comparable to Computer Science, the degree possessed must include, or be supplemented by, the following:

1. A minimum of thirty-five (35) semester credit hours in Computer Science; **AND**
2. A minimum of six (6) semester credit hours in Mathematics.

ULSTER COUNTY
3496 HLP DSK TE
Classification: Competitive
Grade: 15
Union: CSEA

Adopted: February 24, 2011