

IT Help Desk Specialist Senior

Purpose of Class: Coordinates resolution of information technology problems and user requirements; diagnoses hardware and software problems; assists users in resolving issues; performs related work as required; coordinates coverage of the help desk.

Distinguishing Characteristics

Level: Second in a series of two

Work Direction Received: Works under general supervision

Direction of Others: Guides/Oversees; may lead in providing work direction

Scope/nature of Discretion: General discretion; performs duties with moderate opportunity to exercise independence within broadly-defined policies and procedures

Examples of Duties

Receives users' requests for technical assistance; documents user requests and performs initial analysis of user requests.

Follows through and assures work request resolution and documentation to close a support issue not only on work requests received but also work requests assigned to other NDE staff.

Analyzes requests and determines course of action, instructs users on problem resolution and as needed, promotes the issue to either program or IT development staff.

Reviews and performs system functionality tests prior to deployment.

Develops in-depth knowledge of application functionality.

Develops knowledge of department data and reporting software to respond to data requests.

Helps develop and prepare help desk policies and procedures.

Meets with senior level staff (team leadership) to determine and implement departmental policies.

Provides in-depth analysis of call trends and prepares reports for internal staff.

Assists with development and support of work request tracking system.

Receives and acts on work requests which cannot be handled by other staff, including other help desk staff.

Examples of Duties (continued)

Provides mentoring and work guidance to other help desk staff; coordinates work efforts and work schedules to cover the help desk.

Provides documentation, through time certification, of calls by program.

Maintains regular and reliable attendance.

Minimum Qualifications

Associate's degree in a related field such as computer science, computer engineering, management information systems, or information technology and one year of experience related to the essential functions of the position. Any equivalent education and/or work experience may be substituted in order to meet the minimum qualifications of the position.

Knowledge and Abilities

Knowledge

- Customer service and customer support principles and methods
- Operating systems, utilities, and computer set-up
- Computer systems concepts; network concepts
- Network concepts (e.g., LAN-local area, WAN-wide area network, switching)
- User needs analysis
- Systems installed in customer organizations and knowledge based applications
- Methods and practices for troubleshooting, recovering, adjusting, modifying, and improving information technology systems
- Wide variety of applications, operating systems, protocols, and equipment used in customer organizations
- Methods and procedures for documenting resolutions
- Agency policies/rules
- Hardware and software interfacing

Abilities

- Exercise initiative and learn new software and web applications
- Identify and analyze important factors/conditions in order to recognize/apply understanding of interrelationships among various information technology functions and activities
- Communicate, both orally and in writing, information/ideas to others
- Read, listen, and understand written and oral communication from others
- Recognize problems and apply general rules to specific problems to arrive at logical conclusions
- Recognize and identify degrees of similarities/differences between individual characteristics
- Combine separate pieces of information, or specific answers to problems, to form general rules or conclusions
- Efficiently shift back and forth between two or more activities or sources of information, (e.g., speech, sounds, touch or other sources)
- Produce technical documentation to help provide resources and reference materials to users and team members