

HELP DESK SUPPORT SPECIALIST COMPETENCIES

Strategic Plan Key Philosophical Values:

FAIRNESS & IMPARTIALITY – We will interpret and apply the rule of law in a manner that is unbiased and that provides equal protection to all who seek our services.

RESPECT – We will encourage respect for the law, the administration of justice, and the people we interact and work with each day. We will promote and exemplify high standards of cooperation and courtesy to those within and outside the Unified Judicial System (UJS).

COMPETENCY – We will continue to develop our technical and academic knowledge. We will strive for a standard of excellence in all we do through accurate, timely, reliable, consistent, and efficient performance.

JUDICIAL INDEPENDENCE – We will uphold the principle that our courts should not be subject to improper influence from the other branches of government, or from private or partisan interests.

INTEGRITY – We will conduct business in accordance with the highest ethical and legal standards. We will strive to maintain a reputation of honesty, reliability, and trustworthiness in all our activities.

SERVICE – We will provide equal access to the judicial process, to anyone who needs our services. We will offer assistance, act with sincerity in our activities, and encourage cooperative efforts to achieve our mission.

Competencies:

PROFESSIONALISM – Is truthful and dependable, accepts responsibility for actions, maintains confidentiality, acts respectfully towards others, and demonstrates commitment to the organization.

- a) **Integrity** – Is truthful, treats others fairly, and firmly adheres to ethical principles.
- b) **Responsibility** – Accepts responsibility for own actions and for achieving expected results.
- c) **Attendance** – Is punctual and maintains a responsible work record.
- d) **Dependability** – Follows through on duties and commitments, and completes work on time.
- e) **Confidentiality** – Protects confidential information and maintains professional boundaries.
- f) **Commitment** – Demonstrates commitment to the organization and the profession.
- g) **Respect** – Respects, cooperates, and communicates openly with coworkers; follows supervisor's requests; and complies with policies and procedures.
- h) **Ethical** – Demonstrates ethical resolve and confronts unethical behavior in others.
- i) **Honest** – Serves as a role model for honesty and encourages honesty in others.
- j) **Credible** – Is recognized as knowledgeable in area of expertise and keeps current with developments in area of expertise.

COMMUNICATION – Listens attentively to others and clearly conveys information and ideas.

- a) **Writes effectively** – Writes in a clear, organized, and engaging manner for the intended audience.
- b) **Speaks effectively** – Speaks clearly and concisely, and engages others in conversations.
- c) **Listens attentively** – Listens attentively to others without interrupting and conveys understanding.

- d) **Delivers effective presentations** – Develops and delivers presentations that are impactful or persuasive with their intended audience.
- e) **Keeps others informed** – Passes on appropriate information in a timely manner to others who should be kept informed.

CUSTOMER SERVICE – Treats internal and external customers courteously and is responsive to their needs.

- a) **Identifies needs** – Talks to customers and listens to them to identify their needs or concerns.
- b) **Addresses needs** – Responds promptly to customers' needs or requests.
- c) **Acts courteously** – Provides courteous and professional customer service at all times.
- d) **Follows-up with customers** – Follows up with customers to ensure needs are met and to identify opportunities for improvement.

COMPOSURE – Remains focused in stressful situations and keeps emotions under control at all times.

- a) **Demonstrates self-control** – Restrains emotional impulses when provoked or when faced with opposition or hostility.
- b) **Tolerates stress** – Thinks clearly and acts calmly during crises and stressful situations.
- c) **Calms others** – Stays positive and calms others during crises and stressful situations.

CONTINUOUS LEARNING – Actively identifies development needs, takes advantage of development opportunities, and applies newly learned knowledge and skills on the job.

- a) **Identifies development needs** – Actively requests feedback to increase awareness of development needs.
- b) **Develops self** – Identifies and actively participates in development activities to maximize learning and stay current in own job field.
- c) **Applies knowledge and skills** – Puts newly learned knowledge and skills to practical use on the job.

DECISIVENESS – Exercises sound judgment when making decisions and takes prompt, decisive action.

- a) **Evaluates alternatives** – Considers the impact and implications of various alternatives before reaching a final decision.
- b) **Makes timely decisions** – Confidently makes timely decisions in ambiguous situations.
- c) **Demonstrates commitment to decisions** – Displays little to no hesitation when acting on decisions made, holds firmly to them, and accepts responsibility for outcomes.

INFORMATION SEEKING – Actively seeks, collects, and evaluates information to learn more about issues or events.

- a) **Identifies gaps** – Recognizes when additional information is needed and identifies a variety of useful sources.
- b) **Collects information** – Systematically collects potentially useful information.
- c) **Investigates** – Draws out information that others are reluctant to disclose.
- d) **Integrates information** – Integrates information from multiple sources and evaluates its credibility and relevance.

ORGANIZATIONAL AWARENESS – Understands the culture, issues, constraints, and power relationships within an organization and uses this knowledge to get things done quickly and effectively.

- a) **Maintains internal awareness** – Understands the organization's history, ongoing issues, and unspoken constraints and takes them into account before taking action.
- b) **Understands relationships** – Recognizes the organization's power relationships and alliances/rivalries, and effectively uses that knowledge to get things done.
- c) **Maintains external awareness** – Maintains awareness of external issues and events and their potential impact on the organization.

PROBLEM SOLVING – Analyzes problems and makes sound recommendations.

- a) **Recognizes problems and opportunities** – Recognizes potential problems, issues, or challenges and determines whether action is needed.
- b) **Gathers information** – Identifies and collects information needed to understand and analyze problems; weighs the relevancy and accuracy of the information.
- c) **Interprets information** – Integrates information from a variety of sources and detects trends, associations, and cause-effect relationships.
- d) **Generates / evaluate alternative actions** – Identifies alternative solutions to problems and identifies/weights the pros and cons of each.

TEAMWORK – Works cooperatively with others and promotes a friendly work climate in order to achieve shared goals.

- a) **Develops positive relationships** – Develops positive relationships with coworkers and treats all coworkers with courtesy and respect.
- b) **Supports coworkers** – Supports coworkers and provides assistance when needed.
- c) **Keeps coworkers informed** – Openly shares information, knowledge, and expertise with coworkers.
- d) **Solicits coworker input** – Solicits input from coworkers and involves them in team decisions.