

**UNIFIED JUDICIAL SYSTEM
POSITION DESCRIPTION**

HELP DESK SUPPORT SPECIALIST

CLASS CODE: 99-31-07

POSITION PURPOSE

Provides HELP desk support, prepares work orders, and maintains HELP desk documentation regarding UJS court case management computer systems, computer workstations, and computer networks to ensure problems are resolved quickly and accurately so users can maintain productivity and technology usage.

DISTINGUISHING FEATURE

This position is responsible for diagnosing computer hardware and software problems and resolving or assigning to the appropriate individual to resolve.

MAJOR RESPONSIBILITIES

Note: The duties listed are typical examples of work performed by positions in this job classification. Not all duties are included, nor is the list exclusive.

1. Answers the HELP desk telephone and responds to email HELP requests for computer hardware and software issues to assist users with problems and resolve as quickly as possible to maintain productivity.
 - a. Identifies user hardware and software issues.
 - b. Diagnoses and troubleshoots causes or probable cause of issue/error.
 - i. Resolves compatibility issues.
 - ii. Uses network monitoring tools to assist in determining if there are local area network and/or wide area network problems.
 - c. Remedies issue or error, if possible, or completes a work order to refer the issue to a technician.
2. Manages the HELP desk work order system by creating, updating, and closing orders in the system to ensure an accurate tracking of services and issues resolved.
3. Manages and updates the HELP desk documentation to track common issues and how quickly issues are resolved.
4. Performs other work as assigned.

SUPERVISORY FUNCTIONS

This position does not have supervisory responsibilities.

ESSENTIAL FUNCTIONS REQUIRE

Occasional in-state travel to provide backup training and attend meetings; extended periods of sitting, answering telephones, and working on a computer to remotely access others' computers and enter work order information; attendance in accordance with rules and policies; speaking clearly and in an understandable manner while on the telephone with users; calming agitated users when computer hardware and software is not working; and critical thinking to analyze and diagnosis computer hardware and software issues. The incumbent is also required to work effectively with coworkers; manage stress appropriately; and effectively communicate (verbally and in writing).

PROBLEMS AND CHALLENGES

Challenges include learning and understanding the processes utilized by users to manage the court caseload and interpret how data is entered into the UJS case management systems to track these processes; creating complex work orders that require multiple work orders and technicians to solve; and maintaining a current understanding of supported hardware, software, and network operating systems.

DECISION-MAKING AUTHORITY

Decisions include determining what is an appropriate response to resolve a user's question or issue; and when a work order will be created, what it will contain, and the technician to assign to the work order.

Decisions referred include any work order or issue that may impact UJS planning strategies, policies, standards, legal advice, or require permission before the next step can be taken.

CONTACT WITH OTHERS and PURPOSE

Daily contact with users and IT office staff to answer questions, solve problems, and coordinate and schedule projects.

WORKING CONDITIONS

The incumbent works in a typical office environment. User communication is most generally provided via telephone and/or email. The incumbent may be subject to on-call or after hours work to resolve critical system problems; as approved by the supervisor.

COMPETENCIES/QUALIFICATIONS FOR APPOINTMENT

Knowledge, Skills and Abilities:

Knowledge of:

- UJS case management processes and systems;
- computer science principles;
- network administration;

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- installation, compatibility, connectivity, and operating system principles.

Ability to:

- acquire and maintain knowledge of UJS case management software in order to provide technically accurate solutions for users;
- diagnose, replicate, and resolve network problems;
- establish and maintain effective working relationships;
- communicate effectively with others and exercise tact, patience, and discretion in communicating and dealing with persons of varying technical skills;
- remain calm when users are stressed;
- read, comprehend, create, and recall large amounts of documentation;
- document work orders and resolutions in an organized manner.

Education:

Associate's degree from an accredited university, college, or technical school in computer science, computer networking, computer security, or a related field; or an equivalent combination of related education and experience.