

The Maryland-National Capital Park and Planning Commission

Class Code: 938

Grade: N13

Date: 12/3/17

CLASS TITLE: Call Center/Help Desk Support – Tier 3 **EEO Category:** Admin Support

Characteristics of the Class:

Performs auditing, quality control and quality assurance in support of functions related to commercial off-the-shelf and internally developed software. Provides expert knowledge of supported applications. Acts in a lead capacity on the guidance, training and assistance to call center/help desk staff. Oversees financial procedures within the facility. Oversees assigned special projects. Performs other duties as assigned.

Examples of Duties that are Characteristic of the Class:

1. **Front Desk Support.** Encompasses lower tier skill set. Leads and conducts training for new employees, both internal to the Call Center or Help Desk and external (classroom software training) for department end users.
2. **Technical Support.** Carries out systems administration for core software systems in response to customer requests, including activity/fee/facility configuration, user account creation and maintenance, journal transfers and account adjustments. Formally closes all incidents to service requests. Provides expert knowledge on systems programs (i.e., Class registration software, Kronos Timekeeping, GEN golf course management, Active Citizen Request, Enterprise Asset Management (EAM), Energy Cap, Samaritan Volunteer Management, and Microsoft Office Suite).
3. **Quality Control:** Oversees the monitoring of information systems for quality assurance. Provides quality control and quality assurance of data to ensure enforcement of agency policies and directives; and communicates with field staff to ensure compliance. Examples may include coordination of monthly and quarterly quality assurance practices such as rental completion (collection of fees), periodic checks of facility course creation, use of Crystal Reports for data entry cleanup, audit of training list management and gift cards sales (for Prince George's Parks and Recreation facilities) and distribution of accounts receivables to program supervisors.
4. **Administrative Support.** Executes and oversees financial procedures of facility operations which include: weekly bank deposit data entry management; third party billing; utility bill review; monthly bank logs; amusement park ticket reconciliation; and collection of data for auditing purposes.
5. **Special Projects.** On an ad hoc basis, participate in complex projects in support of work unit initiatives and reporting. Examples of work projects may include the following: *Human Capital Management (HCM) Support* - this includes but is not limited to utilizing the HCM system, researching and analyzing utility employee data throughout the Commission; creating, updating, reporting, documenting and tracking updates from HCM to Enterprise Asset Management (EAM). *Energy CAP Support* -

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this includes but is not limited to researching and analyzing multiple accounts across the Commission in order to report, document, and track discrepancies.

6. Maintains professional customer service and support of best practices.
7. Knowledge management, including creation and maintenance of dissemination of informational resources and contribution to internal and external bases (archive for knowledge).

Important Worker Characteristics:

- A. Consider strong knowledge of, and skill in using:
 - Microsoft Office Suite, general office practices and equipment.
 - Applications such as class registration software, Kronos timekeeping, GEN golf course management, Active Citizen Request, EAM, Energy Cap, and Samaritan Volunteer, Crystal Reports, Bomgar, Cognos and SQL.
 - Troubleshooting of Windows, internally developed and commercial off-the-shelf software platforms.
- B. Data analysis aptitude for research projects.
- C. Effective professional customer service skills and support of best practices.
- D. Ability to communicate clearly, concisely and effectively; work independently; lead others in the unit; and analyze processes and provide solutions to issues.
- E. Effective organizational and multi-tasking skills. Must be able to excel in a fast-paced environment.

Minimum Qualifications:

1. High School Diploma or GED, and
2. Two years of experience as Help Desk Support - Tier 1 or equivalent knowledge of Help Desk supported software applications.

For positions supporting EAM only: A valid driver's license is required in accordance with both State and Commission rules and regulations. Driver's license must be unencumbered by restrictions, revocations, suspensions, or points that could limit the employee's ability to drive Commission vehicles or perform driving duties required by the position of assignment.

NOTE: Hiring is dependent upon successfully passing background investigation and any medical exams. Approved hire rate for position is \$19.00 per hour.