

The Maryland-National Capital Park and Planning Commission

TITLE: Help Desk Technical Specialist I GRADE: 18 DATE: 7/26/22
SERIES: Information Technology CODE: 1345 EEO: Professional FLSA: Non-Exempt

Class Definition:

Under general supervision, performs a variety of technical end-user and external customer support functions for a technical help desk. Assists with support activities as appropriate. Troubleshoots hardware and software issues, documents work in the ticket management system and assists with monitoring and controlling assigned tickets in the management system. Assists with coordinating and providing training to end-users and other internal staff; as well as assisting with system administration duties, such as user access management, quality assurance testing, and system configurations using established guidelines, and provides managers data to aid in operations and programs. Some work may be confidential or sensitive. As an individual contributor, work results in completed assignments that have important impact on operations of the unit or work program of assignment. Applies knowledge of computer application principles and practices, computer software and hardware setup, troubleshooting techniques, application software fundamentals, basic data manipulation, and best practices of customer service. Independently performs research and analyses to solve regular occurring problems to resolve end-user support issues. Interacts with people inside and outside the organization to exchange information, coordinate, instruct, guide, advise to resolve end-user issues. Performs other duties, as assigned.

Assignments are made in terms of requirements and anticipated problems. Incumbent plans and carries out the work in conformance with established policies and procedures and accepted information technology practices; resolves commonly encountered work problems by selecting and applying the appropriate guidelines and brings significant deviations and uncommon problems to higher-level help desk staff for guidance or resolution. Work is expected to be accurate and is subject to check for conformance with guidelines, quality, quantity, timeliness, teamwork, customer service, and other factors.

Examples of Important Duties:

1. Provides a variety of customer service and application support; performs technical support and customer service for end-users and external customers for assigned information systems and public information requests. Troubleshoots hardware and software issues; diagnoses and solves problems. Performs root cause analysis; documents work in the ticket management system.
2. Assists with monitoring and controlling assigned tickets in the work management system, including completion and adherence to service level agreements (ticket response time and quality standards).
3. Provides system administration for assigned applications; that includes assisting with adding, changing or deleting users, assigning permissions and access rights. Maintains database integrity, quality assurance testing, and database cleaning/data entry using established guidelines; creates and produces data reports for management as requested.

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4. Supports knowledge management activities, such as knowledge base content creation (e.g., technical writing, systems administration); maintains up-to-date knowledge of hardware and software used by the organization.
5. Provides support for software implementations, hardware upgrades, and system maintenance, as assigned.
6. Provides end-user training, as assigned; conducts training courses and administers exams for staff on supported information systems.
7. Assists with hardware installations and distribution of replacement parts and supplies.
8. Participates in assigned committee and workgroup; serves as a technical representative to discuss applications usage, assists with performing configuration work on behalf of the committee, and provides recommendations based on computer best practices.

Important Worker Characteristics:

- A. Knowledge of (1) principles, practices and techniques of troubleshooting methodology; (2) ticket protocol; (3) computer operations and applications; (4) software and hardware setups; (5) database manipulation; (6) customer service and help desk operations; (7) functionality of proprietary or specialized software and databases; and (8) Commission organization, policies and procedures*.

**Typically acquired or fully developed primarily after employment in this job class.*

- B. Skill and ability to (1) remain informed of software and hardware; (2) perform analysis of technical issues and attention to detail; (3) assess customer support needs; and (4) provide courteous customer service.
- C. Skill in problem-solving to select, organize and logically process relevant information (verbal, numerical, or abstract) to solve a problem.
- D. Skill in communication to understand verbal and written information (including facts, descriptions and ideas) and to express such information so that others will understand. This includes skill in actively listening to ascertain key information, including concerns, wants, and needs of others, and in coordinating to achieve desired results, including agreement or compliance.
- E. Interpersonal skills to interact with contacts in a businesslike, customer service-oriented manner; this includes skill in establishing and maintaining effective working relationships and working as a member of a team.

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F. Skill in using a computer, modern office suite software (such as MS Office), enterprise software, and specialized software.

Minimum Qualifications (MQs):

1. Associate's Degree in Computer Science, Information Management Systems, or any related field.
2. One (1) year of administrative work, help desk or information system use.
3. An equivalent combination of education and experience may be substituted, which together total three (3) years.

Working Conditions:

Works in an office setting. Work is primarily sedentary and requires light physical effort. May be subject to various job demands such as high volume of work and tight deadlines. May be required to work occasional overtime, weekends, after hours or on-call work.