

## The Maryland-National Capital Park and Planning Commission

TITLE: Help Desk Technical Specialist II                      GRADE: 22                      DATE: 7/26/22  
SERIES: Information Technology                      CODE: 1346                      EEO: Professional                      FLSA: Exempt

### Class Definition:

Under direction, performs a full range of technical end-user and external customer support functions for a technical help desk. Handles escalated tickets from lower-level staff. Troubleshoots complex hardware and software issues, documents work in the ticket management system and monitors and controls assigned tickets in the management system. Coordinates and provides training to end-users and other internal staff. Performs system administration duties, such as user access management, quality assurance testing, and system configurations using established guidelines and provides managers customized data to aid operations and programs. Serves as a conduit to the development team, as needed. Some work may be confidential or sensitive. As an individual contributor, work results in completed assignments that have a direct impact on operations of the unit or work program of assignment. Applies knowledge of, and skill in, 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 a variety of research and analyses to solve regular occurring problems, including a range of non-standard problems to resolve end-user support issues. Interacts with people inside and outside the organization to exchange information, coordinate, instruct, guide, advise and obtain agreement or compliance. Performs other duties, as assigned.

Work is assigned in terms of functions, priorities, requirements of specific assignments, known or suspected problems. Incumbent independently plans and carries out the work in conformance with these parameters, established policies, procedures and accepted information technology practices, and resolves commonly encountered problems by selecting and applying, or adapting and adjusting, the applicable guidelines and keeps the supervisor informed and to seek assistance only for unusual matters. Work is expected to be effective – the incumbent is held responsible for results; work is evaluated in terms of quality, quantity, timeliness, teamwork, customer service, and such other related factors as use of sound judgement in identifying and solving problems.

### Examples of Important Duties (Estimated Percentages):

#### 1. Core Functions (±50%)

- Provides the full range 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 complex hardware and software issues; diagnoses and solves problems. Performs root cause analysis; documents work in the ticket management system. Handles escalated tickets from other staff and transfers to the appropriate triage team as needed.
- Performs ticket management; that involves monitoring and controlling assigned tickets in the work management system, including completion and adherence to service level agreements (e.g., ticket response time and quality standards). Assists with workflow management, ticket quality and project planning; may assign tickets to staff.

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- Provides system administration for assigned applications; manages user access, including adding, changing, deleting users, assigning permissions and access rights, communicating and troubleshooting login procedures. Maintains database integrity; quality assurance testing; system configuration.
- Participates in 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. Participates in the development and maintenance/update of the Help Desk internal training program to ensure key competencies are included. Coordinates and provides staff and end-user training, as assigned; conducts training courses and administers exams on supported information systems.
- Performs quality management activities, such as overseeing and assigning work to maintain database integrity. Enforces quality assurance/quality control procedures for software applications. Performs systems audits and analysis and trend analysis. Creates and produces data reports for management as requested.

### 2. Other (±50%)

- Participates in software implementations, hardware upgrades and system maintenance, as assigned; as well as hardware installations and distributions of replacement parts and supplies.
- Assists with recruitment and on-boarding activities; may be assigned to review resumes, participate in interviews, provide hiring recommendations, and participate in knowledge transfer during the on-boarding process.
- Participates in assigned committee and workgroup; serves as a technical representative to discuss applications usage, performs configuration work on behalf of the committee, and provides recommendations based on computer best practices.

### Important Worker Characteristics:

- A. Knowledge of, and skill in (1) the principles, practices, and techniques of troubleshooting methodology and techniques; (2) quality assurance and quality control methods and procedures; (3) project management best practices; (4) ticket protocol; (5) computer application principles and practices; (6) software and hardware setups; (7) database manipulation; (8) customer service and help desk operations; (9) functionality of proprietary or specialized software and databases; (10) curriculum development methods and techniques; and (11) Commission organization, policies and procedures\*.

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

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- 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. This includes skill in identifying subtle aspects of problems and making recommendations and decisions.
- 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 effectively with business 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.
- 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. Three (3) years of experience in help desk help desk and/or information system support functions.
3. An equivalent combination of education and experience may be substituted, which together total five (5) 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 overtime, weekends, after hours or on-call work.