

The Maryland-National Capital Park and Planning Commission

TITLE: Help Desk Technical Specialist III GRADE: 28 DATE: 7/26/22
SERIES: Information Technology CODE: 1347 EEO: Professional FLSA: Exempt

Class Definition:

Under direction, leads and performs a variety of technical end-user and external customer support functions for assigned technical help desk operations. Provides direct oversight to service delivery provided by the help desk. Performs system administration, end-user support and advanced troubleshooting for a wide variety of assigned applications and oversees ticket workflow management. Leads coordination and training to end-users and other internal staff. Coordinates system projects such as implementations, software upgrades, research, equipment purchasing and end-user training. Serves as a contributor to cross-departmental initiatives that impact the help desk. Some work is confidential or sensitive. The work (as a leader) results in provision of help desk support operations and services. Applies considerable 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 conventional, non-standard and challenging problems to ensure adequacy, accuracy and effectiveness in assigned functions for end-user support activities. Interacts with people inside and outside the organization to exchange information, coordinate, instruct, guide, advise, obtain agreement or compliance or achieve other desired actions. Performs other duties, as assigned.

Work is assigned in terms of functional responsibilities, goals, priorities and resources. Incumbent independently plans and leads the work of the help desk and ensures it is carried out in conformance with established policies and procedures and accepted information technology and customer service practices; resolves problems/deviations referred by subordinates or management by selecting and applying the appropriate guidelines. Keeps the supervisor informed and seeks assistance for only highly complex or very sensitive matters. Work is expected to meet objectives effectively – the incumbent is held responsible for results and is evaluated in terms of guidelines, quality, quantity, timeliness, customer service, and other factors such as sound judgment and creativity in solving problems.

Examples of Important Duties (Estimated Percentages):

1. Core Functions (±60%)

- Provides system administration, technical end-user support and advanced troubleshooting for a wide variety of assigned applications, including data mining/exporting for publication production. Defines user roles, enforces user requirements, technical specifications and customer service standards. Assists in the implementation and management of help desk technology and support systems.
- Oversees and provides customer service and application support through the help desk. Monitors performance and service level management. Contributes to cross-unit status updates with the development team and collaborates with counterparts to ensure resources are complete. Ensures correct elevation of issues to the appropriate tier support; handles escalated and complex calls and tickets. Escalates unresolved system issues to

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the development team. Communicates resolution of issues to support team and customer base. Troubleshoots complex hardware and software issues; diagnoses and solves problems. Performs root cause analysis; documents work in the ticket management system. Monitors performance and documents issues. Participates in defining, implementing and managing technical support processes.

- Oversees ticket management; monitors and controls assigned tickets in the work management system, including completion and adherence to service level agreements (ticket response time and quality standards). Has oversight of workflow management, ticket quality, and project planning responsibility, including schedule management and assigning tickets to staff. Serves as lead system administrator in the work management system, responsible for global configuration management and strategy, designing macros, configuring and testing new features, and enforcing user requirements, technical specifications and customer service standards.
- Provides lead direction, work coordination and training to assigned staff; manages staff schedules and assigns and prioritizes work. Provides input into staff performance appraisals, conducts check-ins with staff, participates in goal setting and work program development.
- Participates in knowledge management activities; develops internal training program to ensure key competencies. Ensures knowledge base content creation (e.g., technical writing, systems administration); maintains up-to-date knowledge of hardware and software used by the organization. Coordinates and provides staff and end-user training. Creates and updates training manuals.
- Performs quality management activities, such as applying key performance indicators for help desk work, monitoring and controlling tickets in the work management system. Manages work program of quality assurance analysis. Enforces quality assurance/quality control procedures for software applications. Performs systems audits and analysis and trend analysis. Configures database information; creates and produces data reports and performs trend analysis as needed. Oversees user acceptance testing is performed by help desk staff.
- Leads software implementations, hardware upgrades and system maintenance, as assigned; ensures hardware installations and distribution of replacement parts and supplies. Oversees support for point-of-sale equipment, credit card readers, receipt printers, computers and scanners, including on-site installation, troubleshooting, replacement and software installation and testing. Oversees and coordinates asset inventory and procurement of replacement equipment, including creating bid scope and specifications, and participates in vendor evaluations. Configures and tests database interfaces to external software. Serves as a subject matter expert for the departmental registration and reservation software.

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- Participates in communications with team members, system users, management and external organizations regarding updated system information, including functional changes, procedural changes and workflow changes. Determines the effect of system changes to existing standards, business processes and procedures. Uses expertise to perform system analysis and database management and provides recommendations and leads implementation activities.

2. Other ($\pm 40\%$)

- Supports recruitment and on-boarding activities for assigned staff; reviews resumes, participates in interviews, provides hiring recommendations, facilitates contracts, handles expectations of management activities and the new hire training program.
- Creates project plans and participates in management activities; processes service/analysis to determine requirements and return on investments related to information systems, training initiatives and cross-divisional projects.
- Monitors network alarms for system connectivity issues that may interfere with daily operations; contacts service organizations or vendors to remedy issues. Provides system and end-user technical support during evenings and weekends.
- Participates in strategic planning of work unit goals and objectives; prioritizes work, project implementation, automation of workflow and researches new technology.
- Participates in assigned committee and workgroup as a technical subject matter expert to provide consultation on applications usage, supports configuration work on behalf of the committee, and provides recommendations based on computer best practices.

Important Worker Characteristics:

- A. (1) Considerable knowledge of, and skill in (a) principles, practices and techniques of troubleshooting methodology and techniques; (b) quality assurance and quality control methods and procedures; (c) project management best practices.
(2) Knowledge of, and skill in (a) ticket protocol; (b) network and operating systems, systems analysis, and computer maintenance; (c) computer application principles and practices; (d) applications and computer software and hardware setups; (e) database manipulation; (f) customer service and help desk operations; (g) functionality of proprietary or specialized software and databases; (h) curriculum development methods and techniques; and Commission organization, policies and procedures*.

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

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- B. Knowledge of, and skill in assigning or reviewing tasks, setting the pace, and otherwise assisting the supervisor by performing group leader work or ability to rapidly acquire knowledge and skill set.
- C. Skill and ability to (1) utilize relational databases and queries; (2) remain informed of software and hardware; (3) perform analysis of technical issues and attention to detail; (4) assess customer support needs; and (5) provide courteous customer service.
- D. Considerable 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.
- E. Skill in communication to understand verbal and written information (including facts, assertions and arguments), draw inferences, form hypotheses, develop logical arguments, and to express such information so that others will understand and, at times, be convinced or persuaded. This includes skills in actively listening and encouraging effective communication by others.
- F. 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 or a leader of a team.
- G. 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. Five (5) years of experience in providing complex help desk help desk or information system support functions.
3. An equivalent combination of education and experience may be substituted, which together total seven (7) 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.