

The Maryland-National Capital Park and Planning Commission

Class Code: 937

Grade: S12

Date: 12/3/17

CLASS TITLE: Call Center/Help Desk Support – Tier 2 **EEO Category:** Admin Support

Characteristics of the Class:

Provides functional guidance, training, and assistance to lower-level staff in handling escalations from Tier 1 support in a call center/help desk environment. Provides analysis of marginally complex problems (i.e., problems that require the analysis of data obtained through research, thorough investigation of issues, or extensive calculations). Requires intermediate technical skills and knowledge/experience (i.e., general knowledge with 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; and using remote support such as Bomgar to diagnose printer issues). Where the issue encompasses advanced technical and/or analytical skill, Tier 2 will escalate to Tier 3 support. Applies quality control and quality assurance in field inspections. Assists with financial billing and reconciliation within the facility. Participates in assigned special projects. Performs other duties as assigned.

Examples of Duties that are Characteristic of the Class:

1. **Front Desk Support.** Encompasses the Tier 1 skill set. Provides functional guidance, training assistance, and troubleshooting support to lower-level staff. Tier 2 determines the appropriate service response based on existing policy and procedures and may include working with third party software vendors. Where the issue encompasses advanced technical and/or analytic skill, Tier 2 will escalate to Tier 3 support.
2. **Technical Support.** Conducts incident logging, categorization and prioritization of events triggered by internal and external customers and triggers from internally developed applications. Uses analytical skills to remotely diagnose problems (hardware, software, network, etc.) and determines appropriate solutions. Escalates incidents and service requests functionally and/or hierarchically when appropriate. May work with third party software vendors to resolve issues and challenges. Formally closes all incidents to service requests. Provides assistance with 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:** Validates and performs basic inspections on assets in the field. Investigates and diagnoses incidents and resolves service whenever possible. Contributes to and maintains Known Error Database (KEDB) records associated with incident and problem resolution and serves as subject matter expert for workarounds for internal customers. Reviews utility bills for accuracy.
4. **Administrative Support.** Participates in the request fulfillment process by gathering requirements and generating reports. Updates new asset data in system. Assists with financial procedures of facility operations which include: weekly bank deposit data entry

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management; third party billing; utility bill review; monthly bank logs; amusement park ticket reconciliation; and collection of data for auditing purposes. Generates incident reports, and/or database reports, and financial logs.

5. Special Projects. On an ad hoc basis, may participate in moderately complex projects (i.e., require the analysis of data obtained through research, thorough investigation of issues, or extensive calculations). Examples may include creating macros for excel workbooks, data review and correction in support of work unit initiatives and reporting.
6. Contributes to the knowledge management and succession planning systems.
7. Creates and updates procedural documentation.

Important Worker Characteristics:

- A. Consider general knowledge of, and skill in using:
 - Microsoft Office Suite, Crystal Reports, and general office practices and equipment.
 - Applications: Class registration software, Kronos timekeeping, GEN golf course management, Active Citizen Request, EAM, Energy Cap, and Samaritan Volunteer, and Bomgar.
 - Strong familiarity with and 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. One year of experience as Call Center/Help Desk Support - Tier 1 or equivalent knowledge of call center/help desk supported software applications.

NOTES:

- A. Hiring is dependent upon successfully passing background investigation and any medical exams.
- B. Effective 4/22/22 revised to utilize entire grade rather than originally approved step-in-grade structure.