

Technology Help Desk Coordinator

JOB FAMILY DEFINITION

This classification falls within the Technology Support Job Family encompassing a range of work in which incumbents are responsible for providing end user computing support and assisting with server administration tasks. Technologies include computer hardware, software, encryption, and virtualization. This class specification represents the type and level of work performed recognizing that specific work assignments may differ from one unit to another and from one incumbent to another.

CLASS SUMMARY

Incumbents, as assigned, are responsible for providing end user support, enterprise help desk troubleshooting and triage, and responding to level 1 and level 2 support issues. Incumbents maintain the help desk ticketing process and software including data entry, tracking, analysis, and reporting, and are subject matter experts in core desktop applications, mobile devices, and operating systems. Incumbents create and maintain end user and internal support documentation, and provide communications on organization-wide issues.

DISTINGUISHING CHARACTERISTICS

The classification of Technology Help Desk Coordinator is distinguished from the other classes in the Technology Support Job Family in that it independently performs problem analysis and resolution for desktop software, and is responsible for customer facing communication with end users to report computer support issues and report back individual problem resolution status, communicate enterprise wide technology issues, outages, and alerts. Incumbent Technology Help Desk Coordinators also serve as subject matter experts in assigned productivity software applications and Virtual Private Network connections, assist end users with questions on usage and customization of those tools, and provide primary computer support for Judicial Council and appellate court staff.

EXAMPLES OF ESSENTIAL DUTIES *(The duties listed are illustrative only and represent the core areas of responsibilities; specific position assignments will vary depending on business needs.)*

- Provides end user level 1 and level 2 user support; troubleshoots and triages technical problems, identifies issues, and escalates problems when required; refers help desk issues to appropriate support teams, as required.
- Operates diagnostic tools to analyze help desk tickets related to desktop issues.
- Plans, designs, and implements technology; collaborates with desktop team for rollout; prepares communications and documentation.
- Troubleshoots connectivity issues, including password resets, file access permissions, and remote access.
- Troubleshoots mail problems related to spam filtering software; creates accounts, configures exceptions to IP lock, and generates reports for management.
- Develops, documents, and formalizes workflow process through the use of on-line forms, both for internal and for cross-division projects.
- Stays abreast of new or emerging technologies in area of assignment; researches and recommends solutions in existing software or proposes new solutions.

- Serves as subject matter expert in assigned productivity software applications and Virtual Private Network connections.
- Creates detailed documentation for end users with clear instructions and screenshots for use with new or upgraded applications, and provides one-on-one end user training; drafts instructions on tasks related to specialized functions.
- Assists with security administration, as assigned.
- Develop testing criteria, test plans, test scripts, and test cases for new system implementations and enhancements, and track problems and resolutions.
- Provides training to internal and/or external clients in assigned area.
- Provides orientation and guidance to new staff.
- Performs other duties of a similar nature and level as assigned.

EXAMPLES OF POSITION SPECIFIC RESPONSIBILITIES *(Illustrative Only)*

Responsibilities across incumbents in this classification are covered in the “Examples of Essential Duties” list. While incumbents assigned to this classification may access, maintain or use function-specific tools and/or perform specific tasks aligned with one work unit, the general description of the work tasks involved in this class do not vary significantly and therefore no position specific duties are noted.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

Bachelor’s degree, preferably in computer science, information systems, or a directly related field that would provide the knowledge and skills necessary for front-facing customer support, Help Desk, and technical support in a large enterprise environment. *An additional four years of professional experience as noted above may substitute for the bachelor’s degree. Or, additional directly related experience and/or education may be substituted on a year-for-year basis.*

OR

One year as a Computer Support Specialist with the Judicial Council of California or one year of experience performing the duties of a class comparable in the level of responsibility to that of a Computer Support Specialist in a California Superior Court or California state-level government entity.

LICENSING AND CERTIFICATIONS

- None

KNOWLEDGE OF

- Customer service principles and techniques including phone etiquette;
- Principles and practices of assigned hardware and software troubleshooting and analysis;
- Principles and practices of database management systems, workflow tools, and reporting tools;
- Computerized help desk tools, including desktop remote access;
- Technology support incident management;
- Principles of telecommunications, audio visual, Voice Over IP phone systems, mobile phone technology, remote access, desktop, and local area networks;
- Infrastructure and communication protocols;
- Tools for diagnostics and repair;

- Microsoft Office Suite;
- Installation practices for standard business applications and assigned specialty applications;
- Basic understanding of emerging technologies;
- Project management principles and techniques;
- Applicable work rules and policies; and
- Applicable business equipment and desktop applications.

SKILL IN

- Providing customer service;
- Coordinating deadlines and prioritizing competing demands;
- Researching solutions;
- Handling all inquiries on software, hardware, and network operations;
- Understanding and planning system testing;
- Applying troubleshooting techniques for various hardware, software, and operating systems;
- Explaining technical information in a way that promotes understanding by non-technical users;
- Monitoring and researching industry trends;
- Understanding and planning system testing;
- Applying tools for diagnostics and repair;
- Understanding and interpreting technical information and manuals;
- Learning new technologies, systems, and software quickly;
- Preparing, maintaining, and updating technical documentation, reports, and logs;
- Preparing effective written materials for purposes of user and system documentation;
- Utilizing a computer, relevant software applications, and/or other equipment as assigned;
- Effectively communicating; and
- Maintaining effective working relationships with colleagues, customers, and the public.

WORKING CONDITIONS, ADA AND OTHER REQUIREMENTS

The Judicial Council is an equal opportunity employer. The Judicial Council will comply with its obligations under the law to provide equal employment opportunities to qualified individuals with disabilities.

Positions in this class typically require: sitting, walking, reaching, standing, grasping, fingering, repetitive motions, pushing, pulling, lifting, kneeling, crouching, crawling, stooping, seeing, hearing, and talking.

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Incumbents generally work in a typical office environment with adequate light and temperature. The Judicial Council will make all reasonable efforts to minimize the need for employees to travel by taking advantage of virtual conferencing tools as much as possible. However, positions in this class may require local and statewide travel as necessary.

Please note: *The Judicial Council classifies work based on organizational need. The distinguishing characteristics, essential duties, and minimum qualifications described in this specification relate to the body of work required and not to the attributes of an incumbent assigned to perform the work.*