

DESCRIPTION: Under close to general supervision, provides technical and informational assistance and guidance to customers/end-users, and, as needed, other State or agency customer support and technology specialist staff. Performs and coordinates the identification and resolution of data processing problems and customer/end-user questions and difficulties for enterprise, client/server, and desk-top computer environments. This work includes troubleshooting and diagnosing hardware, software, website, network, and telecommunications problems and assisting the users in resolving problems; performs related work as assigned.

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

This is the first of three levels of the Information Technology (I.T.) Help Desk series: Coordinator, Coordinator/Senior and Supervisor. Positions are located in the State's or an agency's central help desk office. Positions in this series perform different levels of one-on-one user support or associated staff direction work where the classification level is based on the degree of complexity, responsibility, and authority handled, and the predominant focus of the work performed. Positions have limited authority to change existing software, hardware, and networking protocols. Design of existing information technology systems is not expected; however, customization, when requested, may occur in order to remotely install software or drivers, set up email profiles, user authorizations, modify printer configurations, or perform other activities.

The Coordinator class is a full performance level where incumbents initially perform routine tasks and will, with training, expand to the full range of responsibilities expected. Positions apply broad/overall knowledge of software, hardware, network, server, and telecommunications processes and technologies of the employing agency or State government computer systems, in order to instruct and guide customers/end-users and to analyze, diagnose, and resolve problems in the use of these systems and technologies. End-user services are usually provided by remote means. Multiple guidelines, protocols, and references exist to provide options for providing these services. Most user needs and problems are promptly addressed and more complex, technical problems are referred to senior level help desk staff or other information technology staff such as applications, network, or database technology specialists.

The Business Applications Support Technician series is also assigned work primarily focused on providing support services to customers/end-users of computer systems. However, this series is distinguished from the Help Desk series; as its incumbents provide end-user support primarily for selected software applications and business processes, and do not routinely provide user support or resolution services for network, database, hardware, and telecommunications issues. The first level of the Business Applications Support Technician series is focused on providing recurring and routine services to end-users, where the complexity and scope of this work is less than that expected of the I. T. Help Desk series.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed nor do the listed examples include all the duties that may be assigned.)

General Duties:

- Receives and prioritizes user requests for technical assistance.
- Documents the nature, status, and other details of user requests, and problem resolutions made.
- Performs initial analysis of user requests; collects problem details from users.

- Analyzes requests and determines courses of action.
- Instructs users on problem resolutions.
- Escalates issues not resolved to technology specialists.
- Monitors and follows up on problem resolution efforts.
- Processes security requests and changes, within prescribed authority.
- Performs user provisioning to include new user accounts, deletions, transfers, and email/security group changes.
- Participates, as needed, in change management and reported outage communication activities.

Technical Duties:

- Analyzes, diagnoses, and repairs hardware and software problems using established support procedures and remote diagnostic and control utilities. As needed, works with technology specialist teams to establish new support procedures.
- Uses analyses to determine proper responses, and escalates issues to appropriate technology specialist staff and works with them to resolve problems.
- Participates in testing and installing upgrades and new applications.
- Works with other technology staff to re-boot, or performs initial program load (IPL) hardware, or contacts the appropriate staff to perform the re-boot or IPL.
- Submits change requests to technology specialists or management relative to network, hardware, and cabling configurations; performs requested changes as assigned.
- Resets passwords; applies security procedures to ensure system access and data integrity.
- Clears printer files and queues; handles printer assignments.
- Contacts and works with other central help desk staff as needed; works with computer operations staff to adjust computer schedules and operations; may work with outside vendors to report issues and obtain external resolutions.
- Analyzes and determines cause of incidents and resolves user remote connections problems.
- Installs, troubleshoots, and guides users with mobile communication devices.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

Knowledge of: customer service and support practices, concepts, and standards; knowledge-based applications; a wide variety of State, agency, and customer-based applications, operating systems, diagnostic utilities, protocols, and equipment used; methods and procedures for resolution documentation; hardware and software interfacing such as peripheral drivers and print servers; State and agency technical rules, regulations, policies, and procedures; computer setup processes; computer systems concepts; network concepts; local area network (LAN), wide area network (WAN), Wireless, digital subscriber line (DSL), and switching technologies; user needs analysis procedures.

Skill in: troubleshooting and determining causes of operating errors; critical thinking by use of logic and analysis to identify strengths and weaknesses of different approaches; applying interpersonal communication techniques including questioning, listening to, and conveying in a clear manner technical resolution steps; time management to prioritize personal work activities; testing, developing, and implementing solutions to technical and operational problems.

Ability to: exercise initiative; identify and analyze important factors and conditions in order to determine interrelationships among different information technology functions and activities; document actions taken and outcomes attained; communicate with others in person, and by telephone, electronic means, and correspondence; interpret and apply agency technical rules and policies to specific problems to produce logical answers; recognize and identify similarities or differences between individual problems; combine separate aspects of or specific answers to problems to form conclusions; evaluate two or more activities or sources of information to recognize the cause of a problem; select an appropriate course of action from many acceptable alternatives.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need assistance in the selection process must request this in advance.)

One year of post high school coursework or vocational/technical training in computer science, data processing operations, information technology, management information systems, network/telecommunications systems, AND one year of experience either in installing and using software applications or operating data processing systems, or in instructing others in the use of these applications or systems. Equivalent combination of education and experience in the areas described above may substitute for these requirements.

SPECIAL NOTES:

State agencies are responsible to evaluate each of their positions to determine the individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).