

STATE OF NEBRASKA CLASS SPECIFICATION
INFORMATION TECHNOLOGY HELP DESK
COORDINATOR/SENIOR

EST: 02/99 – REV: 08/14

CLASS CODE: A07062

DESCRIPTION: Under general to limited supervision, provides technical and informational assistance and guidance to customers/end-users, and to other State or agency customer support and technology specialist staff. Provides guidance and instruction to other Help Desk incumbents, and coordinates resolution of information technology problems and user questions and difficulties for enterprise, client/server, and desk-top computer environments. This work includes diagnosing hardware, software, website, network, and telecommunications problems and guiding users in resolving their 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 second 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 and 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/Senior class is a full performance level where incumbents mentor and guide other Help Desk or other technical support staff and independently analyze and resolve more complex problems. Positions apply broad/overall knowledge of software, hardware, network, server, and telecommunications processes and technologies of the employing agency or State government computer systems. Multiple guidelines, protocols, and references exist to provide options for answering user requests. Diagnosis and resolution services are usually provided by remote means. Positions at this level perform work similar to that expected at the Coordinator level. This class is distinguished from the Help Desk Supervisor level by the absence of supervisory responsibility over other technology or support staff.

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 second level of the Business Applications Support Technician series is focused on leading and guiding incumbents assigned to the first level and on providing user support services, 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.)

Leadership Duties:

- Provides mentoring and work guidance to Help Desk Coordinators or other technical support staff.

- Coordinates daily changes to work efforts and work schedules of Help Desk Coordinators or other information technology staff.
- Coordinates efforts during service outages, including communication of cause and length of occurrences and/or coordinates change management or other mass communications, as 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.
- Performs user provisioning to include user new creations, deletions, transfers, and email/security group changes.
- Processes security requests and changes, within prescribed authority.
- 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; works with them to resolve problems.
- Resolves various software, hardware, and network problems faced by users.
- Re-boots or performs initial program load (IPL) hardware or contacts appropriate staff to perform.
- Submits change requests to technology specialists or management relative to network, hardware, and cabling configurations; performs requested changes as assigned.
- Resets passwords; enforces security procedures to ensure system access and data integrity.
- Clears printer files and queues; handles printer assignments.
- Works with other central help desk staff, and computer operations staff to adjust computer schedules and operations; may work with 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 communications 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; methods for troubleshooting, recovering, adjusting, modifying and improving information technology systems; a wide variety of State, agency, and customer-based applications, operating systems, diagnostic utilities, protocols, and equipment used; methods and procedures for resolution documentation; operating systems and utilities; computer setup processes; computer systems concepts; network concepts; local area network (LAN), wide area network (WAN), Wireless, digital subscriber line (DSL), and switching technologies; hardware and software interfacing processes; needs analysis; data storage.

Skill in: troubleshooting and determining causes of operating errors; testing equipment, software, or procedures to determine their operating effectiveness; developing and implementing solutions to problems; 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; writing technical information and documentation regarding operational procedures and problem resolutions; instructing co-workers and others in troubleshooting/resolution steps using non-technical explanations; time management to prioritize others' work activities; researching, evaluating, and providing feedback on problematic trends and patterns in customer support requirements; evaluating the feasibility of adapting new methods to enhance customer satisfaction.

Ability to: select appropriate courses of action from many acceptable alternatives; exercise initiative; apply a series of different and unrelated processes and methods; 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 information or specific answers to develop protocols and problems to form general rules or conclusions; evaluate two or more activities or sources of information to recognize the cause a problem; evaluate the impact of system upgrades and technological changes; define post-implementation support requirements; offer advice and guidance and explain procedures to coworkers.

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

Two year post high school degree or equivalent vocational/technical training in computer science, data processing operations, information technology, management information systems, network or telecommunications systems, AND two years 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 NOTE:

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).