

ORANGE COUNTY CLASS SPECIFICATION

TITLE: HELP DESK COORDINATOR **GRADE:** 12

TITLE ABBREVIATION: HELP DESK COORD **TITLE NO.:** 6403

JURIS.CL: C **SALARY CODE:** 01 **EEO CODE:** TE **FLSA CODE:** NE

DEPARTMENT: VARIOUS **DIVISION:**

SUPERVISOR'S TITLE: VARIOUS

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for providing supportive and problem resolution services to all computer users within Orange County Government **or at** Orange County Community College. The work involves troubleshooting computer hardware/software problems **and** providing resolution or referral as appropriate. Duties include the collection of data for tracking and trend analysis. Incumbents may also assist in the installation and routine maintenance of computer hardware and software. Work is performed under the supervision of a designated supervisor with latitude allowed for independent judgement in problem solving. May oversee the work of Computer Operators. Incumbent may be required to work flexible hours, evenings and weekends as needed. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Assists users with problem determination and resolution;
2. Logs and tracks all calls into Help Desk facility until close and resolution, including follow up with user for satisfaction levels;
3. Maintains tracking system for purposes of trend analysis and statistical reporting;
4. Investigates hardware problems, correcting those within scope of knowledge and ability and refers more difficult problems to appropriate remediation;
5. Collects data from customer department and recommends corrective action within the scope of knowledge and ability or determines, through the use of a standardized form, the appropriate area for problem referral and resolution;
6. Instructs customers in proper use and routine maintenance of peripheral equipment including form set-up and paper/toner changing;
7. Logs and tracks all vendor service calls, the results, and vendor response;
8. Compiles help desk statistics and furnishes monthly reports;

9. Performs liaison functions between customer community and computer center, including notification of system failures, responding to technical inquiries;
10. Assists in the installation, maintenance, and related movement of computer hardware equipment;
11. When assigned to Orange County Community College, may train, oversee and assign the work of Computer Operators;
12. May maintain hardware and related component inventories.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of personal computers and client server functions and capabilities; good knowledge of the operation and flow of a data center and data processing concepts; good knowledge of the use and performance of computer peripherals; ability to communicate effectively both orally and in writing; excellent interpersonal skills; excellent skill **in** customer relations; good organizational skills; tact; resourcefulness; courtesy; ability to act and respond independently as it relates to customer inquiries and problems; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's Degree, or higher, in Computer Science or related field and two (2) years of paid work experience in a computer integrated multi-user environment that included troubleshooting and resolving system problems; OR
- (B) Graduation from high school or possession of a high school equivalency diploma and four (4) years of paid work experience as outlined in (A) above.

SPECIAL REQUIREMENTS: Possess and maintain a valid driver's license. Ability to lift and carry fifty (50) pounds.