

## ORANGE COUNTY CLASS SPECIFICATION

**TITLE:** HELP DESK SUPERVISOR **GRADE:** 14

**TITLE ABBREVIATION:** HELP DESK SUPV **TITLE NO.:** 6297

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

**DEPARTMENT:** GENERAL SERVICES

**SUPERVISOR'S TITLE:** DIRECTOR OF CLIENT SERVICES

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves responsibility for overseeing the help desk function within Orange County Government and acting in the capacity of liaison for the help desk service provider by ensuring calls are resolved in an effective and timely manner. Work is performed under the supervision of the Director of Client Services with wide latitude allowed for independent judgement in carrying out the details of the work. Incumbent may be required to work flexible hours, evenings and weekends as needed. Does related work as required.

**TYPICAL WORK ACTIVITIES:**

1. Acts as liaison to Orange County's helpdesk service provider and ensures the helpdesk function is operating efficiently;
2. Assists helpdesk service provider's technical staff and participates in assisting users with problem determination and resolution when call is escalated;
3. Responds to calls and troubleshoots hardware, software and related equipment to determine problem and resolution;
4. Coordinates and oversees various projects as assigned, including but not limited to, hardware installations, equipment relocations, network scanning, etc.;
5. Administers the setup and distribution of mobile devices including security, email, etc.;
6. Troubleshoots issues relating to current users' mobile devices including passwords, email, etc.;
7. Implements tracking system for help desk calls and monitors the status of trouble calls until they are resolved;

8. Develops troubleshooting guides based on analysis of prior calls and resolution for help desk staff to use as a reference;
9. Monitors all user requests through helpdesk service provider for new systems, hardware, software, upgrades, modifications, training, etc.;
10. Contacts and follows up with vendors regarding service calls for equipment under contract;
11. Prepares and furnishes various reports including but not limited to, volume of calls, resolution status, trend analysis, etc.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Good knowledge of computer hardware, software and peripheral equipment; good knowledge of procedures and methods related to troubleshooting hardware and software problems; ability to troubleshoot hardware and software problems; ability to supervise a function of the unit assigned; ability to communicate effectively both orally and in writing; skill in customer relations; good organizational skills; resourcefulness; courtesy; professionalism; tact; 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 a Bachelors's Degree, or higher, in Computer Science, Computer Information Systems or related field and one (1) year of paid work experience in a computer integrated multi-user environment that included troubleshooting and resolving system problems; OR
- (B) 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 in Computer Science, Computer Information Systems or related field and three (3) years experience as outlined in (A) above; OR
- (C) Graduation from high school or possession of a high school equivalency diploma and five (5) years experience as outlined in (A) above.

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

REVISED: 11.29.16 at