

## HELP DESK/DOCUMENTATION COORDINATOR

50-L

DISTINGUISHING FEATURES OF THE CLASS: This position involves overall responsibility for coordination of the help desk operations and personnel in support of the County's computer system, including activities associated with the identification and prioritization of reported Information Technology (IT) problems. Incumbent is responsible for enhancement and maintenance of call management/tracking systems and operating procedures, hardware/software inventory and ensuring that all phases of help desk support are coordinated, monitored, logged, tracked and resolved appropriately. Work is performed under the supervision of the Chief Information Officer or designee with leeway for independently performing most duties of the position. Supervision may be exercised over the work of the Help Desk/Documentation Specialist as well as other assigned support staff .

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Oversees operation and performance of the County's Help Desk;

Prepares reports detailing IT support and problem resolution activities;

Acts as primary liaison between the IT Department and the User Community;

Coordinates the dissemination of information during planned and unplanned disruptions in service;

Trains staff, plans, coordinates, supervises and manages activities within his/her assigned area of responsibility;

Establishes necessary controls for determining staff performance and makes necessary performance evaluations;

Assists in the initiation, tracking and resolution of problems requiring the assistance of outside vendors;

Develops documentation requirements for software applications to enable Help Desk personnel to handle routine inquiries from end users;

Monitors and maintains the accuracy of procedural, user, training and support documentation;

Accesses protected health information (PHI) in accordance with departmental assignments and guidelines defining levels of access (i.e. incidental vs. extensive);

Maintains inventory on IT assets, including hardware and software to ensure accurate records for departmental billing;

Operates a variety of office and computer equipment;

Performs related work as related.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARAC-**

**TERISTICS:** Thorough knowledge of personal and network server computer functions and capabilities; thorough knowledge of the use and performance of computer peripherals; thorough knowledge of the use, operation and the identification of problems occurring with computer software applications; good knowledge of the operation and flow of a data center; good knowledge of standard office productivity and collaboration software; good customer relations and problem troubleshooting skills; ability to effectively communicate with all levels of the organization, both orally and in writing; ability to analyze complex problems and determine effective solutions; ability to analyze data and prepare reports; ability to prioritize needs with limited resources; and ability to handle pressure gracefully and be able to remain calm and communicate effectively while under stressful conditions.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents with a Bachelor's Degree or higher in Computer Sciences or a related field and two (2) years of experience in the field of hardware and software support in a large enterprise environment that included personal computers, network servers, electronic mail, word processing, troubleshooting, handling system malfunctions and resolving customer (user) relations problems, one year of which must have been in a supervisory or administrative capacity; or
- (B) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents with an Associate's Degree or higher in Computer Sciences or a related field and four (4) years of experience as defined in (A) above; or
- (C) Graduation from high school or possession of a high school equivalency diploma and six (6) years of experience as defined in (A) above; or
- (D) An equivalent combination of training and experience as described in (A), (B) and (C) above.

SPECIAL REQUIREMENTS FOR APPOINTMENT: Must possess and maintain a valid driver's license; ability to safely lift and carry fifty (50) pounds.

---

Y:\CLASPLAN\HELP DESK-DOCUMENTATION COORDINATOR.DOC

Originated: 05/0207

Jurisdictional Class: Competitive

Public Hearing: N/A

NYS Civil Service Commission Approval: N/A