Alaska Court System
Class Specification

HELP DESK COORDINATOR

Range: 16   EEO4: 03   SOC: 15-1151   Class Code: C3420

Definition:

Under general supervision, the Help Desk Coordinator manages the activities of the Information Services (IS) Help Desk. This position develops and implements effective customer service support processes. The incumbent identifies, assesses, prioritizes, directs, and monitors assigned technical support staff in the resolution of reported problems. This position maintains responsibility for the development, maintenance, and integrity of Help Desk software.

Distinguishing Characteristics:

The Help Desk Coordinator is a single position job class. Assignments are received in the form of projects assigned by an IS manager or by the Chief Technology Officer and by requests for assistance with technical issues. Court technology requests are received from customers with various levels of technical skill. The position requires a highly experienced and qualified individual requiring minimal supervision. The incumbent must be able to develop and use a decision model approach for ascertaining the specific nature of technology issues; evaluate, escalate, and monitor the issue to its conclusion; and review, modify, and add to the knowledge base any documentation created in the course of resolving the issue.

Complexity of Tasks: This is difficult work of a highly complex and technical nature that presents new or constantly changing operational problems that are not easily evaluated or resolved. Work is performed in a fast-paced, often stressful environment. Duties require a detailed knowledge of a variety of applications, computers, and other related electronic equipment and computer peripherals used throughout the court system. The work involves complicated analysis that requires a high level of attention to detail and requires analytical ability and judgment to improve customer service through the application of a continuous improvement cycle for Help Desk support. The work involves recommending solutions to improve efficiency and resolve technical problems with technology.

Supervision Received: The Help Desk Coordinator works under the general supervision of an IS manager and may receive direction from the Chief Technology Officer (CTO) or a supervisor designated by the CTO.

Supervision Exercised: This position supervises the Help Desk Technician.

Independent Judgment: This position exercises a high degree of independent judgment in taking necessary action to expeditiously resolve a variety of complex technical issues and adjust priorities based upon the type and seriousness of the technical issue. The incumbent must handle

multiple problems and priorities on a continuing basis and determine the escalation path for all technology issues.

Examples of Duties:

Develop "best practice" strategies and standards of customer service in consultation with the Chief Technology Officer and Technical Services Manager.

Train and develop Help Desk, network, and application support staff to ensure they meet these standards.

Plan and direct Information Services customer support activities within the court system.

Ensure all phases of Help Desk support are appropriately coordinated, monitored, logged, tracked, and resolved.

Develop, maintain, and ensure the integrity of Help Desk software. Ensure that fixed assets, service order requests, and all other applications function properly.

Maintain a database of common customer problems, diagnostic questions, and solutions.

Identify, develop, monitor, and implement processes to support the 800+ users of court technology. Manage the effectiveness of processes and develop suggestions for improvement.

Assist customers to resolve their technology problems. This includes video, audio, court business applications, desktop applications and equipment, archival equipment, alarm equipment and services, network equipment and services, and telecommunications equipment and services.

Monitor the activities of assigned technical support staff, which may include local and regional systems specialists, technicians, and support specialists.

Train court staff in the use of Help Desk application software. Develop and distribute training materials.

Conduct analyses and prepare reports on progress, work trends, and problems.

Evaluate and develop help desk programs and policies. Advise IS support staff concerning administrative procedures, technical problems, and priorities.

Advise IS staff of recurring technology issues and participate in determining appropriate solutions (training, equipment replacement, etc.).

Hire, train, and evaluate the Help Desk Technician. Provide the incumbent with ongoing constructive feedback and support.

Perform other related duties as required.

Knowledge, Skills, Abilities:

The Help Desk Coordinator requires knowledge of:

- Computer operating systems; networked computers; databases.
- Hardware and software used in a large LAN/WAN network environment.
- Operating principles of all court technology equipment and systems to include video, audio, court business applications, desktop applications and equipment, archival equipment, alarm equipment and services, network equipment and services, telecommunications equipment and services.

The Help Desk Coordinator requires skill in order to:

- Identify, define, and resolve problems.
- Use help desk application software to solve a variety of complex network and system problems.
- Communicate verbally and in writing.
- Deal with situations requiring tact, flexibility, and good judgment.
- Analyze help desk information and make appropriate recommendations.

The Help Desk Coordinator requires the ability to:

- Develop and manage effective customer service support processes.
- Gather and analyze data, reason logically and accurately, and draw valid conclusions.
- Take prompt and effective action to assist customers and resolve problems.
- Function with a high degree of independence under general supervision.
- Identify and recommend solutions to recurring problems.
- Listen carefully to customers and ask questions tactfully and professionally to determine the specific nature of the problem.
- Establish and maintain cooperative working relationships with court technology users.
- Adjust priorities based upon the type and seriousness of Help Desk issues.
- Train others to learn to use tools and follow procedures.
- Learn new skills and systems and innovatively change Help Desk application software knowledge database by developing rational alternatives.

Minimum Qualifications:

A high school diploma or General Educational Development (GED) certificate;
AND
Four years of experience assisting customers with computer application, installation, database and other technical issues.

OR

An associate's degree from an accredited college in computer science, information technology, business applications, network technology, or a closely related field.
AND
Two years of experience assisting customers with computer application, installation, database and other technical issues.

OR

A bachelor's degree from an accredited college in computer science, information technology, business applications, network technology, or a closely related field.

Preferred Qualification:
- At least two years of experience working in a justice agency or legal office.
- At least one year working at a technical help desk.

Note: This position is in the partially exempt service; the incumbent serves "at-will" to the hiring authority.

03/99 – Original
08/04 – Revised
03/14 – Revised, WPA
02/15 – Revised, MQs, new class code
05/15 – Change EEO4 and SOC Codes