

SENIOR HELP DESK ANALYST
(BOCES #2)

GENERAL STATEMENT OF DUTIES: Coordinates and oversees the daily operations and personnel assigned to the help desk; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of a higher level employee, incumbent is responsible for the daily operations of the help desk. Position works to ensure the optimum function of the help desk, including on-going support and maintenance of help desk software and data for the purpose of providing the most efficient customer service to its users, both internal (BOCES and all its various divisions) and external users (participating component school districts). Incumbents in this class train lower level Help Desk Analysts and act in a lead capacity by guiding, advising and informing them of help desk procedures. This position is distinguished from the Help Desk Analyst by the number of years of experience required, and the "lead role" provided over lower level Help Desk Analysts.

EXAMPLES OF WORK: (Illustrative Only)

Configures and maintains help desk software and data;

Provides direct customer support: attempts to resolve user problems without dispatching technical support staff when possible;

Guides, advises and informs Help Desk Analysts as to appropriate procedures;

Trains new personnel on use of the help desk system, e.g., technical support person such as a Network Specialist may be asked to take a call directly from the help desk line. Specialist would have to know how to log in service call and enter into the system how it was resolved;

Performs capacity planning for help desk call center phone lines: monitors response time to calls to see if sufficient phone lines are available to accommodate the number of in-coming calls from users, and makes adjustments as required;

Refers help desk issues to proper department: system provides way to track if service call was handled within specified time. If problem was not resolved, incumbent would refer matter to the supervisor of the appropriate work group;

Performs related office work: submits reports detailing number of service calls received, how many were resolved according to established time frames, number of service calls still open, etc. Generates the "canned reports" available as part of help desk software, but also creates customized reports by extracting information from the help desk database as requested;

Attends seminars, workshops to maintain up-to-date knowledge of help desk operations and related systems.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the components, operations and maintenance of the help desk system used by the Regional Information Center (RIC); good knowledge of help desk software used by the RIC; ability to work through and solve problems in a logical manner; ability to work and deal effectively with subcontractors, vendors and all users; ability to communicate both orally and in writing; good judgement; initiative; resourcefulness; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from high school or possession of a high school equivalency diploma and either (a) Bachelor's degree in Computer Science or closely related field and two (2) years experience in help desk or a user support position; or (b) Associates Degree in Computer Science or a closely related field and four (4) years experience as stated in (a); or (c) six (6) years of experience as stated by (a); or (d) a satisfactory equivalent combination of the foregoing training and experience.

Note: At time of appointment, possession of a valid license to operate a motor vehicle in the State of New York.

Special Note: Current/active certification as either a Certified Network Engineer, i.e., CNE from Novell or Microsoft Certified Engineer (MCE) from Microsoft may substitute for six (6) months of the required experience.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS:

In accordance with the Safe Schools Against Violence in Education (SAVE) legislation, Chapter 180 of the Laws of 2000, and by the Regulations of the Commissioner of Education, candidates for appointment in school districts must obtain clearance for employment from the State Education Department prior to employment based upon a fingerprint and criminal history background check.