



SHARON R. BOCK
Clerk & Comptroller
Palm Beach County

**CLERK & COMPTROLLER, PALM BEACH COUNTY
CLASS DESCRIPTION**

CLASSIFICATION TITLE: HELP DESK COORDINATOR

GENERAL DESCRIPTION OF DUTIES

Under general supervision, the purpose of this position is to triage incidents reported to the Help Desk via calls and emails, provide first line resolution when able, and reassign incidents to Desktop Support staff where warranted. Employees in this classification function as a central point of contact for the business units, Justice Partners, and external customers with respect to courts-specific application support. This position operates in an office setting Monday through Friday; however, occasional evening, holiday and weekend hours are required for critical system support and for technical emergencies. This will require reporting to the office or accessing the systems remotely depending on business need.

SPECIFIC DUTIES AND RESPONSIBILITIES

EXAMPLES OF ESSENTIAL FUNCTIONS

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

Provides first line technical support via phone and email with a goal of first call resolution for hardware and software issues

Triages more complex calls to the relevant IT support member

Fully supports the Clerk & Comptroller's standards of Performance Excellence by delivering exemplary services to both internal and external customers; provides the utmost in customer service efficiently, effectively and expeditiously

Enters, updates and maintains detailed records of incidents and work orders in the work order tracking system for all internally supported issues; contacts appropriate vendor for external support, creates necessary documentation such as tickets, and tracks progress to ensure completion

Escalates to management technical issues that might have a high impact on production, such as potential computer outages

Documents and maintains software, hardware and downtime logs

Participates in the design and definition of Help Desk metrics and reports (ex: downtime logs and uptime statistics) including incident reports and call performance reports

HELP DESK COORDINATOR

Defines, schedules, and coordinates the implementation of Help Desk projects

Creates and maintains system support documentation including, but not limited to, contact information, primary contact list, and escalation procedures

Assists with general IT documentation such as policies and procedures

Creates asset movement forms and participates in physical inventory process/procedures

Performs Security Administration within the following systems, but not limited to: Kronos, Banner, Trakman, CSI, BMC, Juror for Windows, New Vision, MFC, DHSMV, CCIS, DAVE, Active Directory, Exchange, PeopleSoft, ShowCase, and VPN tokens

Maintains established organizational/departmental productivity standards

Safely and successfully performs essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards

Maintains reasonably regular, punctual attendance consistent with the ADA, FMLA, other federal, state and local standards and the organization's attendance policies and procedures

Comes to work and works the regular schedule and shift for the position

Complies with all personnel policies and procedures

MARGINAL FUNCTIONS

While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.

Provides customer service using multilingual skills as the need arises, if applicable

Performs related duties as directed

MINIMUM TRAINING AND EXPERIENCE

Associate's degree in Business Administration, Information Systems or related field, supplemented by two (2) years of recent and relevant experience in customer service; knowledge of troubleshooting hardware and software problems and demonstrated ability in communications to provide end-user support and technical instruction in a high volume help desk environment required; or an equivalent combination of education, training and experience.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require visual perception and discrimination. Tasks require oral communications ability.

HELP DESK COORDINATOR

Environmental Factors: Tasks are regularly performed without exposure to adverse environmental conditions.

The Clerk & Comptroller, Palm Beach County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Clerk & Comptroller, Palm Beach County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I can perform this job with or without a reasonable accommodation. Yes No

I would like to request a reasonable accommodation. Yes No

**If yes, you will be contacted by the Benefits Administrator to begin the interactive dialogue process.*

All job descriptions are subject to revision and amendment. I have received a copy of this job description and am fully aware of the expectations of the job.

Employee Signature

Date

Printed Name

Department