

**Alaska Court System
Class Specification**

HELP DESK TECHNICIAN

Range: 14

EEO4: 03

SOC: 15-1232

Class Code: C3421

Definition:

Under general supervision of the Help Desk Coordinator, the Help Desk Technician is the first point of contact in responding to or answering calls and providing service support and assistance to end-users for the Help Desk. This position serves as the primary contact for Appellate Court, Administration and Trial Court technology issues.

Distinguishing Characteristics:

The Help Desk Technician requires basic understanding of computer and electronic principles, desktop applications, telecommunications equipment, network security, recording systems, and an understanding of overall court processes and procedures.

Supervision Received: The Help Desk Technician works under the general supervision of the Help Desk Coordinator.

Supervision Exercised: Supervisory duties are not typically assigned.

Independent Judgment: Duties require the use of independent judgment to evaluate problems, identify and recommend solutions to problems, and provide an appropriate response to users.

Examples of Duties:

Respond to telephone and e-mail requests for Help Desk assistance. Create a call log for each request into ITSM, assist users in resolving problems, or redirect them to the appropriate resource.

Serve as the primary account manager for all court system electronic accounts. This includes: ITSM, Active Directory, Exchange, SQL, BI Launch Pad, CourtSmart, and voicemail passwords.

Troubleshoot issues with the CourtSmart digital recording system, including recording or playback issues, security access, and archiving problems.

Provide information and assistance to the public on where to find information, use the online payment system on the court website, or direct them to the appropriate resource.

Serve as the primary contact for maintaining security badges for the Alaska Court System campuses. This includes issuing, editing, and disabling badges, and maintaining copies of agreement forms.

Perform the installation of upgrades and new releases of software.

Assist the network group in the preparation, preservation, and documentation of the court system's backups and disaster recovery plans and procedures.

Perform routine telephone troubleshooting and preventive maintenance on court system telephones. Assist users in the programming and operation of telephone feature and voicemail.

Knowledge, Skills, Abilities:

A Help Desk Technician requires knowledge of:

- Common desktop computer applications such as Word, Excel, and Outlook.
- Alaska Court System operating systems.
- Alaska Court System policies, procedures, and rules.

A Help Desk Technician requires skill in order to:

- Troubleshoot problem areas and assist customers at various levels of technical skill in answering questions and resolving issues.
- Provide training and helpdesk assistance to users.

A Help Desk Technician requires the ability to:

- Communicate clearly, concisely, and effectively with users and members of the public.
- Identify and recommend solutions to recurring problems.
- Exercise flexibility and good judgment.
- Establish and maintain cooperative working relationships.
- Interpret court policies and procedures.

Minimum Qualifications:

A high school diploma or General Educational Development (GED) certificate;
AND

Two years of experience assisting customers with computer application, installation, database and other technical issues.

OR

A high school diploma or General Educational Development (GED) certificate;
AND

Twelve semester hours from an accredited college or technical school in software applications, office automation, computer networking, or computer science.

OR

A bachelor's degree from an accredited college in any field;

AND

Two years experience which demonstrates routine use of two or more kinds of "off-the-shelf" application software (e.g., word processing, database, spreadsheet, etc.).

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.

02/10 – Original, WPA

02/14 – Remove MQQ's

05/14 – Revised

05/15 – Change EEOC and SOC Codes

09/18 – Change SOC Code

05/24 – Update duties and MQQ's