County of
Henrico
Virginia

Human Resources Department
PO Box 90775
Henrico, VA 23273-0775
804-501-4628
FAX 804-501-5287

CLASS SPECIFICATION FOR:

IT Help Desk Support Specialist Senior

General Statement of Duties:

Provides advanced Tier II and Tier III technical support to end users in departments Countywide; provides advanced technical support, including analysis, diagnoses and resolution of complex technical issues for all common and department-specific (third party and County-developed) systems and applications; handles specials projects; performs related work as required.

Distinguishing Features of Class:

An employee in this job classification works in the County's centralized IT Department serves as software and system super-user providing advanced subject matter expertise (SME) and complex technical support for a variety of third party and County developed software and systems; performs complex problem diagnosis and resolution for customers; leverages knowledge to develop customer-focused, operations appropriate, solutions to enhance customers' needs, decrease workloads and improve efficiencies and/or accuracy for the end users and departments; leads special projects as assigned; serves as lead worker and may serve as supervisor during supervisor's absence. Work is routinely performed independently with minimal supervision from the IT Manager.

Examples of Assigned Duties (*illustrative of the types and scope of duties and responsibilities assigned to positions in this class*):

- Proficiently preforms all the tasks, duties and responsibilities of the IT Help Desk Support Specialist I, II and III levels as assigned;
- Serves as a software and systems super-user providing advanced subject matter expertise and support for multiple assigned third-party and/or County-developed systems, applications including troubleshooting, resolution;
- Performs Tier II complicated installations, configurations, troubleshooting and repairs for end users in departments Countywide as assigned;
- Performs complex Tier I and II problem diagnosis and issue resolution for end users in departments Countywide;
- Routinely provides advanced Tier III support which includes complex troubleshooting, configurations, basic database/application administration, performs complex break/fix repairs for hardware/software in departments without own DTS staff, resolves other unusual or complex end-user and functional issues, includes researching, recommending and deploying solutions to new problems, develops and maintains advanced super-user technical expertise for identified software/issues, and is the go-to person for solving difficult issues;
- Trains end users in departments without department technology specialists;
- Liaisons with vendors and state agencies for software trouble shooting and software and systems support;
- Works with third-party vendors and suppliers to support equipment, software, hardware, peripherals' function/connectivity;
- Demonstrates in depth knowledge of all current standard office software, help desk specific software, commercial off the shelf software and enterprise software;
- Works with department staff at all levels to provide complex support, development and maintenance of departments' and end users' IT infrastructure and software/systems, including resolution of complex issues and operational needs;
- Leverages advanced knowledge to develop customer-focused, operations appropriate, solutions to enhance customers' needs, decrease workloads and improve efficiencies and/or accuracy for the end users and departments;
- Handles projects of various levels of scope and complexity independently, keeping manager informed;
- Leads project teams for help desk projects and initiatives and serves on project teams as assigned;
- Serves on cross-functional and inter-departmental project teams as assigned;
- Serves as lead worker for help desk staff assisting with training and providing guidance on assigned duties and responsibilities;
- May serve as supervisor during IT Help Desk Manager's absences;
- Proactively seeks to streamline business processes by working collaboratively with department clients and IT staff;
- Creates and maintains accurate documentation, paper and electronic records including current work order system;
- Maintains a current thorough working knowledge of assigned technologies, systems, software and applications and stays up-to-date with emerging technologies, systems, software and applications;
- Attends all scheduled training and meetings;
- Performs other duties as assigned.

G.B.F.0055
Career Code:
Date of Last Revision: 14-Dec -2015

NOTE: This is a class specification and not an individualized position description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification and is not intended to describe and does not necessarily list the essential job functions for a specific position in a job classification.

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CLASS SPECIFICATION FOR:

IT Help Desk Support Specialist Senior

Required Knowledge, Skills and Abilities:

Requires comprehensive knowledge of personal computer, telecommunications, network and systems architecture and equipment as well as common business software, applications, peripherals and office equipment; requires thorough working knowledge of assigned systems, applications and software, third party and County developed; requires comprehensive knowledge of departments' operations, end users and customers; requires considerable working knowledge of wireless technology and devices and related equipment including tables/iPads and cell phones; considerable computer skills with advanced problem solving/troubleshooting skills and the demonstrated ability to synthesize complex data and requests provided by end users, identify complex technical issues, identify and recommend solutions, and to implement the appropriate resolution to solve a variety of technical issues with computer hardware, applications and software as well as related peripherals and wireless communications; considerable knowledge and routine use of a wide variety of automated tools for diagnosing and solving information system problem; advanced knowledge of interfaces and networking in multiple departments; excellent interpersonal and communication skills with the ability to communicate technical information to non-technical audiences in user friendly language; ability to express ideas clearly and concisely, orally and in writing; excellent interpersonal and communication skills with the ability to partner effectively and establish and maintain a good working relationship with IT staff and County staff; basic supervisory skills including the ability to train, coach and mentor as well as foster and maintain high morale and engagement; excellent computer skills with ability to proficiently use computer and typical business software and a variety of applications as well as related peripherals and wireless devices; to physical condition that permits the activities necessary in and inherent to the assigned duties which may include lifting, carrying, moving, installing, repairing a wide variety of computers, related equipment and peripherals, office equipment, and wireless technologies; personal accountability including teamwork and establishing and maintaining positive relationships with IT staff and department staff Countywide; ability to work independently and recognize when to elevate issues for guidance or resolution; excellent customer service skills; tact; and courtesy. Must be able to positively and appropriately represent the County and IT Department with end users in various department Countywide. May occasionally require ability to work a flexible schedule or work at various locations Countywide as needed.

Minimum Education and Experience:

Education: Four (4) year degree in a relevant field of study;
Experience: Three (3) years of relevant experience;
OR: Any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

Additional Requirements:

NOTE: Effective 4/1/2009 County Ordinance 1128 requires a criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.

NOTE: All employees are required to successfully complete National Incident Management System (NIMS) Incident Command System (ICS) 700 (Introduction) training. Successful completion of additional NIMS ICS training courses may be required based on the job classification, level of responsibility, and department. Please refer to Fire's Intranet site for a list of NIMS ICS requirements by job classification.

- May require a valid driver's license to provide support at various locations Countywide.

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