

Title: <b>Help Desk Administrator</b>	Effective Date: June 25, 2016	Grade: XVII	Job Category: Professional
Prior Title: Automation Engineer IV, Senior Automation Engineer	Prior Effective Date: November 19, 2014	Grade: XVII	Page: 1 of 1

### *CHARACTERISTICS OF WORK*

The Help Desk Administrator operates under the supervision of the Help Desk Manager. This position is accountable for overseeing a local Tier 1 and Tier 2 team supporting both local and remote users, and for managing, prioritizing, and measuring ticket requests including appropriate routing of issues to the correct Division/Section. Direct responsibilities include installing, configuring, maintaining, troubleshooting, and optimizing new and existing end user computer hardware and software.

### *EXAMPLES OF WORK*

The following examples are intended only as illustrations of various types of work performed. No attempt is made to be exhaustive. Related, similar, or other logical duties are performed as assigned. The Department may require employees to perform functions beyond those contained in job descriptions. The Department may modify job descriptions based on Department needs. The Arkansas State Highway and Transportation Department is an "at will" employer.

- Oversee timely technical assistance and support for incoming queries and issues related to computer systems, hardware, or software and the follow-up to ensure issues have been resolved.
- Assist in implementing and formulating policies and procedures for receiving, identifying, documenting, distributing, and resolving help desk incidents, including response time standards.
- Maintain, manage, monitor, and measure a help desk ticketing system.
- Maintain a central source of information enabling help desk staff and support technicians to solve issues more efficiently.
- Supervise maintenance of computer systems, installation, modification, and repair (both hardware and software).
- In emergencies, escalate the procedures for problem resolution and coordinate recovery efforts.
- Assist in coordination of new or upgraded software and hardware installations.
- Supervise two teams – Tier 1, which will take calls, logs incidents, and attempt simple resolutions and Tier 2, which will consist of computer specialists to resolve end user hardware and software problems in a timely manner so that end users can accomplish business tasks.
- Oversee help desk staff on matters related to performance evaluations, promotions, hiring, training, and disciplinary activities.
- Train staff in proper user communication and etiquette.
- Schedule staff to ensure help desk coverage during normal business hours.

### *MINIMUM REQUIREMENTS*

The educational equivalent to a bachelor's degree from an accredited college or university in computer science, management information systems, business management or related field plus a minimum of eight years of experience in computer support or technical services delivery, OR the educational equivalent to an associate's degree from an accredited college or university in computer science, management information systems, business management or a related field plus a minimum of ten years of experience in computer support or technical services delivery, OR the educational equivalent to a diploma from an accredited high school plus twelve years of experience in computer support or technical services delivery. Ability to interpret and apply Department policies and procedures. Supervisory and administrative experience. Strong customer service skills. Excellent organizational skills. Strong interpersonal and influence skills. Effective written and oral communication skills. Analysis and problem solving skills. Well-developed sense of urgency and follow through. Ability to work effectively in a stressful environment while maintaining personal calm and control. Ability to maintain good manners and a friendly demeanor at all times.

*("Accredited" means the educational institution or program is accredited by an accrediting organization recognized either by the United States Department of Education or by the Council for Higher Education Accreditation.)*

**A criminal background check will be required to determine suitability of employment, and failure to meet these standards may cause the applicant to be rejected or terminated from that position.**

