

LEGISLATIVE SERVICE BUREAU POSITION DESCRIPTION

THIS POSITION DESCRIPTION DOES NOT CONSTITUTE A CONTRACT.

POSITION: Help Desk Technician

AGENCY: Legislative Service Bureau

DIVISION: Information Services

SALARY SCHEDULE RANGE: F

STATUS: Full-time

GENERAL DESCRIPTION OF POSITION:

This team member works as level one technical support for Michigan Legislative Service Bureau (LSB) employees to report computer hardware, software, peripheral, and telephone related issues/service requests. This position shares responsibility for creating the initial ticket for the issue as well as the initial triage. As necessary, this person will escalate tickets to second and third level support team members. Work is performed in a team-oriented atmosphere in a moderately complex networked environment.

Examples of Work

- Answers the helpdesk phone and email account in response to incoming issues for computer, telecom, network files access, remote access, passwords/authentication, network connectivity, and other similar issues. Creates and administers a trouble ticket for the issue in the appropriate tracking system and either solves or escalates the trouble ticket where appropriate.
- Assists users by answering specific questions related to Information Services (IS) provided resources such as: printing, e-mail, operating system, and software used for statistical, graphics, spreadsheet, database, word processing, special business applications, as well as IS loaner resources.
- Communicates with the end user to determine all relevant information to facilitate a timely dispatch of software, hardware, peripheral, or telecommunication related resources to resolve issue.
- Monitors the Help Desk and Telecom mailboxes for user requests for service as well as automated messages from monitoring systems indicating possible service interruptions.
- Notifies users of service interruptions via e-mail or telephone.
- Assists users with Microsoft Office products, in-house developed software, and other applications.
- Participates in user onboarding/offboarding activities such as new user account creation and configuration, computer imaging, configuring user access to systems and resources, assigning and recovering hardware and software, revoking user access upon departure, and ensuring that accounts and equipment are properly decommissioned.
- Creates and maintains self-service documentation, short videos, and other training aids to assist users in solving routine issues.

- Creates and maintains knowledge base documentation to record problems and issue resolution. Issues of this nature are typically beyond the capability of user self-service resolution and require intervention of someone within the IS division with appropriate privileges.
- Conducts computer orientation for new employees.
- Conducts training and help sessions as requested to assist staff with complex issues or learning new software. Sessions could be remote for offsite workers, or at the desk if in the office.
- Ensures that users are kept informed of progress on support issues through resolution. Follows up to ensure customer satisfaction.
- Participates in on-site after-hours session support, as needed.
- Assists with the collection and compilation of user satisfaction surveys.
- Provides assistance with division purchasing activities, specifically in creating and receiving purchase orders.
- Distributes and tracks loaner equipment.
- Participates in maintaining asset inventory, expendable supply inventory, and tracking and maintaining the inventory of one-off / special use software that is not widely distributed.
- Performs other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES THE EMPLOYEE SHALL EXHIBIT IN THE POSITION:

- Works independently and as part of a team.
- Displays knowledge of IS concepts including basic operating principles of data communications, information systems hardware and software with a focus on troubleshooting and problem resolution.
- Excellent interpersonal and communication skills, with ability to maintain a positive professional work environment.
- Excellent organizational skills, with ability to research, analyze, and document complex business processes and technical solutions ensuring accurate and efficient problem resolution.
- Demonstrates proficiency in using remote desktop tools and remote troubleshooting techniques to resolve user issues efficiently.
- Experience with ticketing systems (e.g., ServiceNow, Genuity) and workflow management, ensuring proper documentation, tracking, and resolution of support requests.
- Knowledge of internet/extranet/intranets and networked environments.
- Ability to apply technical knowledge, use creativity and resourcefulness, and exercise independent judgment to make sound decisions, articulate questions, expose assumptions, to resolve help desk issues.
- Keeps abreast of emerging technologies.
- Strong initiative and self-starter to work on multiple projects with limited management oversight and constantly changing priorities.
- Ability to manage sensitive data and maintain confidentiality.
- Ability to maintain favorable public relations.
- Ability to deal effectively with multiple problems and assignments.
- Ability to communicate clearly and effectively to both technical and non-technical people.

- Strong commitment to customer service.
- Ability to be a supportive and effective team member.
- Ability to quickly assimilate oral and written data, analyze facts and draw logical conclusions.

SECONDARY KNOWLEDGE AND SKILLS

- Knowledge of Telephony concepts as well as a basic understanding of Telephony hardware and software principles

QUALIFICATIONS:

- Proven experience and ability to troubleshoot issues in a Microsoft Windows environment required. Similar experience in a Mac environment preferred.
- Intermediate to advanced skills in Microsoft Word, Excel, Outlook, and PowerPoint.
- Previous help desk or call center experience preferred.
- Technical certification, such as CompTIA A+, or comparable experience.
- Well versed in the use of OneDrive and Teams
- Associate degree in computer information systems, business, or equivalent.
- Two years' experience in customer service, computer support, or equivalent.

NECESSARY SPECIAL REQUIREMENTS:

- Must be able and willing to work non-standard work shifts and overtime as required.
- Must be able to load and unload equipment/boxes weighing up to 40 lbs., as needed.