

HELP DESK SPECIALIST

Location: New Castle, DE

Salary: \$44,917 - \$52,844 (Grade L)

Opening Date: December 21, 2017

Closing Date: January 18, 2018

I. POSITION SUMMARY

The Help Desk Specialist is the point of contact for computer end-users at the Delaware River and Bay Authority (Authority). The Help Desk Specialist is responsible for developing and maintaining internal and external customer contact for support issues and providing a professional and courteous customer experience. This position is a liaison for all departments at the Authority in regard to technology requests, computing system problems, and status of systems availability and repair including hardware, software, printing and networking. The Help Desk Specialist facilitates issues/incidents through the Help Desk ticketing system, recording interactions reported via phone calls, walk ups and emails, as well as escalations, updates, resolutions, and ticket closure. This position requires good knowledge of personal computer and network access. As a member of the ITS team, the Help Desk Specialist is responsible for first-level IT support for service requests. This position may also be assigned specialized tasks or projects consistent with the needs of the Authority.

II. ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provides level one help desk support by receiving, documenting, triaging, escalating, and responding to all customer requests within acceptable timeframe, as defined by the current Service Levels Agreements (SLA).
- Provides communication to appropriate departments and groups regarding system alerts or outages, planned upgrades, restoration activities, and technology asset management.
- Properly documents, prioritizes, and escalates, utilizing the Help Desk ticketing system, all reported problems together with the appropriate resolution required for solving each problem. Escalates unresolved issues/requests to the appropriate team members or vendor per SLA. Maintains accurate and updated information in the Help Desk ticketing system on a daily basis.
- Performs laptop/desktop support, including configuration of software/hardware, troubleshooting/repair of software/hardware issues, and support of desktop initiatives and projects, as necessary; maintains and keeps current an inventory of all hardware and software resources.
- Works with outside vendors, as appropriate, to coordinate procurement and repair of personal computer equipment and procures computer supplies and services.
- As required, provides administrative services support to the ITS team.
- Participates in ITS team meetings and discusses activities, solutions, and recommendations for improvement.
- Provides the highest level of customer service and professionalism to all internal and external customers.

III. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Strong understanding of formal Help Desk/Service Desk policies and procedures, reporting, and support processes
- Proficiency in the latest version of Windows, MS Office, VPN, Wireless, Printing, Desktop and Laptop Hardware, and Mobile Technologies; experience with Help Desk Ticketing System(s); knowledge of basic networking concepts
- Experience in PC hardware-software troubleshooting and repair in a business environment; ability to diagnose and resolve issues with desktops, laptops, printers, and other peripheral devices; experience in making decisions concerning incident escalation and engaging external resources
- Must be able to maintain a positive attitude and exhibit professionalism while handling support issues; must be able to use diplomacy and tact; able to diffuse even high-tension situations comfortably
- Ability to maintain and enhance own knowledge of supported platforms through formal training and self-study; the ability to learn the operational requirements of the Authority's business applications
- Must have excellent analytical, organizational and verbal/ written communications skills; capable of writing basic documentation; excellent interpersonal, customer service, and phone communication skills; must have the ability to communicate at all levels within the Authority at varying levels of technical expertise
- Self-motivated with the ability to organize and prioritize work volume with little supervision; be proactive, take initiative, resolve problems, follow through, and manage multiple priorities to ensure goals are met in a timely manner
- Ability to work independently and as a team member on incident resolution and assigned projects
- Ability to lift and move computer equipment weighing 40 lbs.
- Ability to provide superior customer service to everyone by responding in a courteous and efficient manner

IV. REQUIRED EDUCATION AND EXPERIENCE

- High School Diploma or Equivalent
- Associate's Degree in Computer Science or equivalent combination of education and experience preferred
- At least 1 years' experience in Customer Service Help Desk Support Role
- Strong understanding of computer hardware/software, networking, and computer peripherals

V. LICENSES, REGISTRATIONS, AND/OR CERTIFICATES

- Valid driver's license

VI. SPECIAL REQUIREMENTS

- All potential employees will be subject to a background investigation
- Subject to pre-employment drug testing

- Must possess a high ethical and moral character as privileged access to confidential data will be an essential component of the job function
- This person is required to be available for duty at all hours (24x7) as may be required in order to maintain continuous operation of the Authority networks.
- This person may be required to travel to other Authority locations to address incidents with computer equipment and/or to install and configure new computer equipment

If you are interested in applying for this position please complete the on-line application at www.drba.net. Please attach a current resume to complete the application process.