2011-01

POSTED: 04/01/11

CLOSING DATE: 04/08/11

Full-time position: M-F, 8:30 a.m. - 5:00 p.m.

HERNANDO COUNTY

CLERK OF CIRCUIT COURT

JOB DESCRIPTION

JOB TITLE: HELPDESK TECHNICIAN	**PAY GRADE:**	108
DEPARTMENT: MANAGEMENT INFORMATION SYSTEMS	**SALARY RANGE:**	$10.74 - $16.99
TITLE OF SUPERVISOR: PROJECT MANAGER	**REVISED:**	MARCH 2011
	NON-EXEMPT	

JOB SUMMARY:

Assisting end-users with problem identification and problem resolutions. Assist with maintaining issue tracking database. Record and track all problems, complaints and enhancements using helpdesk system software. Providing customer service to all clients.

ESSENTIAL JOB DUTIES:

1. Answer and record all incoming calls in the helpdesk software.

2. Update assigned work orders in an efficient manner within the helpdesk software.

3. Assist in troubleshooting and resolving any calls using the knowledge base within the helpdesk software.

4. Assign and deliver in an efficient manner all incoming calls that require assistance from other MIS staff.

5. Build and update knowledge base and all associated tables in the helpdesk software to assist in future call resolution.

6. Pro-actively seek ways to assist clients in problem reporting/solving.

7. Maintain hardware/software inventory

8. Assist in hardware/software setup within assigned location.

9. Keep computer room clean, organized and orderly.

10. Assist MIS staff as needed.

11. Assist in ordering supplies.

12. Schedule the MIS Training Room.

13. Produce managerial reports and auditing reports for the helpdesk as required.

14.   Regular attendance and punctuality.

OTHER JOB DUTIES:

Perform other duties as assigned.

JOB STANDARDS:

Education:

High School Diploma or equivalent.

Experience:

Knowledge of Microsoft Office Suite (2003-2010) and Windows Operating Systems (XP – 7); and one year customer service preferred.

Licenses/Certificates:

NA

EQUIPMENT USED:

Various computer equipment; and telephone.

ESSENTIAL SKILLS & QUALIFICATIONS:

- Must possess excellent verbal and written communication skills.

- Skill in use of PC keyboard.

- Basic knowledge of computer terminology.

- Basic knowledge of computer hardware.

- Ability to work without close supervision.

- Ability to handle stressful situations.

- Ability to work as a team player in a fast paced, dynamic environment.

- Detail oriented and able to work on multiple tasks at one time.

- Knowledge of Windows, word processing applications, PCs, etc.

- Ability to plan, organize and coordinate work assignments.

- Provide a positive reflection of the skill, professionalism and customer focus of the MIS Department.

ESSENTIAL PHYSICAL SKILLS:

Constant:

Acceptable eyesight (with or without correction), acceptable hearing (with or without correction). Must be able to speak clearly and professionally. Ability to access, input and retrieve information from computer.

Ability to sit for long periods of time while answering calls via phone.

Frequent:

Ability to access file cabinets for filing and retrieval of data. Ability to lift up to 45 lbs.

WORKING CONDITIONS:

Constant:

Computer Room environment. Work closely with others.

Frequent:

Flexible hours as required.

Reasonable accommodation will be made for otherwise qualified individuals with a disability.

The Clerk of Circuit Court is an Equal Opportunity Employer.

Employment preference is given to applicants who do not use a tobacco product(s).

Note: Starting salary may be below salary range during six-month training period.

Complete on-line application via Hernando County Clerk of Circuit Court website, www.hernandoclerk.com, by selecting Employment Opportunities, Job Applicant Center. If you have any questions, or require assistance, please call 352-540-6216, Mon – Fri, 8:00 am – 5:00 pm.

If minimum typing speed is required and this information is not provided, you will not be considered for the position. You may take a typing test at www.typingtest.com, **print the results and attach to your on-line application.**