

## INGHAM COUNTY JOB DESCRIPTION

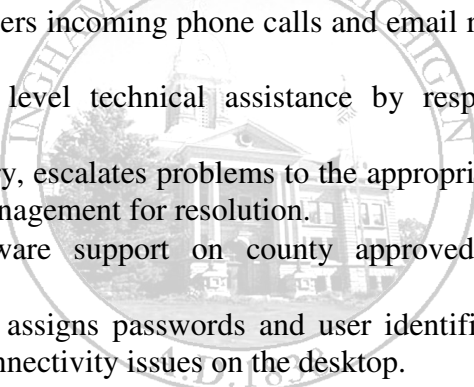
### MIS HELP DESK SPECIALIST / DISPATCHER

#### Summary

Under the direction of the MIS Director this position is responsible for providing first level technical assistance to county-wide computer users. Logs, tracks, escalates, and resolves work orders by fielding telephone calls and emails. Help Desk Specialists are the first point of contact for technical assistance requests coming into the Ingham County Help Desk.

#### Duties and Responsibilities

*The Help Desk Specialist performs some or all of these duties and responsibilities on a daily basis:*

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- Promptly answers incoming phone calls and email requests to the Ingham County Help Desk.
  - Provides first level technical assistance by responding to trouble calls and questions.
  - When necessary, escalates problems to the appropriate secondary level of support resource or management for resolution.
  - Provides software support on county approved applications and operating systems.
  - Maintains and assigns passwords and user identifications and performs general networking connectivity issues on the desktop.
  - Ensures the accurate and complete logging of all calls and information into the MIS call tracking system.
  - Dispatches work orders to the appropriate MIS resource based on the reported problem, technology, location and skills required to ensure efficient, effective, and timely resolution.
  - In conjunction with the MIS Director, develops, maintains, and enhances the MIS call tracking system, tools, processes and procedures.
  - Compile reports and gather information on MIS functions.
  - Assists with special projects as needed.
  - In a backup role, fields calls from potential Jurors and Jury Clerks.

#### Minimum Job Requirements

Associates degree in Computer Science or equivalent technical institution certificate. Or, 2 - 4 years of Information Systems work experience providing technical assistance and Help Desk services. A+ or MCSA certification preferred but not required.

Possession of a valid Michigan Driver's License.

**Knowledge, Skills, and Abilities Required**

- Strong interpersonal and communications skills and the ability to work effectively with a wide range of people in a diverse community.
- Skilled in the use of a computer as productivity tool and possess working knowledge of email, Internet web browsing, and the Microsoft Productivity Suite.
- Must be customer service oriented.
- Must be courteous and polite.
- Good verbal, telephone, and written etiquette.
- Working knowledge and understanding of a broad range of desktop based hardware and software and basic networking concepts.
- Able to follow instructions, work under supervision, and multi-task.
- Ability to effectively work in a team environment.
- Effective and efficient troubleshooting and problem solving skills.
- Must be reliable and possess good organizational skills.
- Ability to enter and access information from a computer.
- Ability to operate general office equipment such as computers, copiers, fax, etc.

**Working Conditions and Physical Requirements:**

- Ability to lift, move and inspect computer terminals, printers and related equipment.
- Capable of sitting for prolonged periods of time at a computer screen.
- Ability to access all areas of the department with data processing or communication equipment.
- Works in office conditions but may be required to visit other department locations with data processing and related communication equipment.

*The information listed above is intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.*