



## **HIGHLANDS COUNTY CLERK OF COURTS**

### **JOB DESCRIPTION**

**JOB TITLE:** SERVICE DESK OPERATIONS SPECIALIST

**CLASS:** 0556, 0557, 0558, 0559, 0560, 0561

**DEPARTMENT:** INFORMATION TECHNOLOGY

#### **GENERAL DESCRIPTION:**

The Highlands County Clerk of Courts Information Technology (IT) Service Desk Operations team is responsible for all aspects of end user technology and support within the offices of the Clerk of Courts, Board of County Commissioners, Supervisor of Elections and Tax Collector. This includes hardware and software support for PCs and peripherals (printers, scanners, etc.), user account management, software applications, and user training, among other things. In providing initial ticket analysis, documenting reported incidents, and assigning the ticket to a team member, the Service Desk Operations Specialist will serve as the single point of contact for incident reporting, providing users with a consistent experience when reporting incidents.

#### **ESSENTIAL JOB FUNCTIONS:**

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

1. Maintain a pleasant demeanor and attitude in the day-to-day communication and interface with customers
2. Collect information, maintain records and document data elements in designated tool
3. Use defined procedures for responding to customer calls
4. Provide timely IT service desk support to users and other customers
5. Investigate, examine, troubleshoot and solve hardware and software issues quickly
6. Resolve issues for clients using designated remote access tool
7. Provide support and instruction for client products
8. Uses Active Directory Services to configure the user environment (login scripts, access rights and create groups)
9. Updates Clerk's Website internal/external
10. Escalate issues to the appropriate department and personnel
11. Provide detailed documentation of all steps involved in resolving customer issues
12. Update knowledge base for all clients
13. Attend and participate in training seminars and staff meetings as required
14. Perform any extra duties that may arise requiring attention
15. Must be flexible with schedule as overtime is sometimes required
16. Report any potential issues or escalations to immediate supervisor in a timely manner
17. Work entire shift with minimal interruptions

**MINIMUM QUALIFICATIONS:**

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Proficient spoken and written English communication skills
- Exceptional problem solving and organizational skills
- Excellent analytical and problem solving skills
- Excellent customer service orientation
- Ability to adjust and adapt to situations in a timely manner
- Motivated self-starter, proactive with initiative to work and learn
- Knowledge of Microsoft applications and other PC software applications
- Knowledge of Windows operating systems
- Knowledge of the operation, adjustment and care of computers
- Ability to access input and retrieve information from a computer
- Ability to learn new methods, procedures and operations
- Strong computer keyboarding, multiple monitor and touchpad skills
- Solid understanding of various software and hardware
- Effective time management skills
- Strong analytical skills

**EDUCATION AND EXPERIENCE:**

- Graduation from an accredited high school. Graduation from an accredited college or university with an Associate's Degree, preferred
- Two (2) years of experience in a professional environment, call center or support experience, preferred

{A comparable amount of training, education or experience may be substituted for the above minimum qualifications}

**ESSENTIAL PHYSICAL SKILLS:**

- Ability to sit at a desk and view a display screen for extended periods of time
- Acceptable eyesight (with or without correction)
- Ability to communicate both orally and in writing
- Ability to access, input and retrieve information from a computer
- Acceptable hearing (with or without hearing aid)
- Walking, standing, bending, stooping
- Traverse stairs (if elevator is not accessible)
- Sit for extended periods of time
- Lift and carry objects in excess of 10 pounds

**ENVIROMENTAL CONDITIONS:**

Works inside with noise.

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

**APPROVED: \_\_**

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**NAME**

**TITLE**

**DATE**