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| Current Job Posting |

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| AT A GLANCE | JOB TITLE GOES HERE | |
| Department: | Department of Corrections |
| Project Start/End Date: | 11/07/2016-06/30/2016 |
| Quivadore Rate/Hr: | 27.84 |
| Submission Deadline: | 11/01/2016 |
| Requisition Number: | 476648 |
| Short Description:  Help Desk Analyst 3 (HDA3) - 5 plus years field experience | |

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| ATTENTION | Special Notes |
| * The position requires the resource to work until 5pm, Monday-Friday (non-Holidays). Also, we would prefer the candidate currently be living in PA. * CONTRACTOR POSITIONS/HOURS CONTINGENT ON BUDGET/FUNDING. ALL HOURS/COSTS ARE ESTIMATED. Estimated start date is 11/1/16, and the estimated end date is 6/30/17. |

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| OJECT DETAILS | Job Description |
| The Help Desk Analyst provides Helpdesk Level 2 Support by performing the skills listed below.  Role Description:  • Manage expectations at all levels: customers/end users, executive sponsors.  • Ensure quality standards are followed.  • Monitor the team’s open backlog of support issues and re-assign issues as necessary to ensure they are closed per agreed upon service levels.  • Act as the escalation point for high priority support issues.  • Able to make recommendations on policies on system use and services.  • Calls software and hardware vendors to request service regarding defective products.  • Acts as a subject matter expert for one or more custom or COTS applications.  • Talks to programmers to explain software errors or to recommend changes to programs.  • May work as in-house consultant and research alternate approaches to existing software and hardware when standardized approaches cannot be applied.  • Tests software and hardware to evaluate ease of use and whether product will aid user in performing work.  • Write software and hardware evaluation and recommendations for management review.  • Write or revise user-training manuals and procedures.  • Develops training materials, such as exercises and visual displays.  • Train users on software and hardware on-site or in classroom, or recommend outside contractors to provide training.  • Provides technical assistance, support, and advice to end users for hardware, software, and systems.  • Provides hands-on technical assistance to business and technical users.  • Investigates and resolves computer software and hardware problems of users.  • Serves as a contact for level 1 support.  • Serves as a contact for users having problems using computer software, hardware, and operating systems, and escalates as necessary.  • Determines whether problem is caused by hardware, software, or system.  • Answers questions, applying knowledge of computer software, hardware, systems, and procedures.  • Talks with technical and non-technical co-workers to research problem and find solution.  • Asks user with problem to use telephone and participate in diagnostic procedures, using diagnostic software or by listening to and following instructions.  • Experienced with a variety of call-tracking software and systems.  • Reads trade magazines and engages in independent study to maintain current industry knowledge.  • Follow quality standards, and displays strong customer service skills.  • Able to work in a team environment.  • Complete assigned tasks.  • Strong communication skills; both written and spoken.  AGENCY ADDED:  Effectively, professionally, and respectfully respond to IT service requests (submitted via email/phone/in-person) by:  • determining/gathering relevant information and troubleshooting the issue  • determining which Department of Revenue group is responsible for resolving the issue  • submitting incident tickets via the Commonwealth’s ServiceNow application  • following up on ticket status when requested  In accordance with the terms of Contract No. 4400014660, and the duties of staff augmentation personnel outlined therein, staff augmentation personnel shall provide complete knowledge transfer to the Department of all tasks and projects assigned by the Department. Knowledge transfer includes complete written documentation including systems design, technical design and specifications, and coding to the Department for all tasks and projects to which personnel are assigned. |

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| **SKILLS** | Summary of Technical Skills Required | |
| Help desk related certification (CompTIA A+, etc)/ Highly Desired |  |
| Provide first-level (tier 1) support and problem resolution | 2 years |
| Install, test, and maintain PC hardware, software, and peripheral equipment. | 2 years |
| Lead users through a series of tests and diagnostic procedures to determine the source of the problem | 2 years |
| Reset passwords and unlock accounts utilizing Active Directory | 2 years |
| Excellent ability to troubleshoot IT issues | 2 years |
| Excellent customer service via phone, email, in-person | 2 years |
| Excellent writing skills | 2 years |
| Excellent command of the English language | 2 years |
| Excellent writing skills | 2 years |
| Excellent attention to detail | 2 years |
| Excellent ability to follow direction and procedures | 2 years |
| Excellent ability to perform under pressure | 2 years |