



OFFICE OF THE STATE AUDITOR

IT HELP DESK SPECIALIST I

Posting Number 2017-02

SALARY RANGE (Grade 10A) CSA249: \$39,100.00 - \$45,000.00/yr. (Commensurate with experience)

GENERAL STATEMENT OF DUTIES:

The IT Help Desk Specialist I is a core member of the help desk team and provides technical support for information technology related problems. The IT Help Desk Specialist I serves OSA business customers by providing helpdesk support, incident management, and communication for service requests.

SUPERVISION RECEIVED:

Incumbent receives direct supervision from the Assistant Director of Development and Special Projects.

SUPERVISION EXERCISED:

None

DUTIES AND RESPONSIBILITIES:

- Provide first contact and incident resolution to customers for incoming requests and issues related to software, hardware, and business applications.
- Diagnose and resolve technical hardware and software issues via phone, electronically, or in person.
- Monitor help desk tracking system for new requests, escalate requests when applicable, and assign tasks to appropriate help desk members.
- Promote customer self-help capability by creating newsletter articles, FAQs, job aids, technical documentation, and training materials.
- Prepare and present training, demos, and drop-in sessions.
- Provide documentation for requests, issues, and resolutions.
- Propose verbal and written recommendations and solutions to IT issues through research and personal knowledge.
- Describe workflow processes verbally and visually using flow charts or diagrams.
- Understand IT project timelines and clearly articulate project goals.
- Prepare and report help desk metrics to management.
- Research and evaluate new products and technologies that are of interest to the IT department or OSA community.



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MINIMUM QUALIFICATIONS:

The successful candidate will possess and/or demonstrate:

- A Bachelor's or Associate's Degree in technology OR equivalent education in related field plus 2 years of hands-on work experience in the IT industry.
- Current working knowledge of computers, printers, laptops, Windows OS and common windows applications.
- Proficiency in Microsoft Office Suite.
- Advanced troubleshooting and multi-tasking skills.
- Strong customer service and communication skills.
- Ability to communicate effectively, both orally and in writing, and ability to communicate complex technical concepts to IT and non-IT audiences.
- Excellent inter-personal skills and ability to work independently and as part of a team.

PREFERRED QUALIFICATIONS:

Demonstrated experience and expertise in the following areas will also be important considerations:

- Two to five years of experience on multiple platforms.
- Familiarity with KACE, SharePoint, Checkbox Online, or similar products.
- Demonstrated ability to build effective relationships across diverse internal and external groups.
- High potential for strong and immediate contributions.

Salary is commensurate with experience.

No Phone Calls Please:

To apply, please submit an electronic copy of a cover letter and resume, no later than January 23, 2017 to OSA.applications@sao.state.ma.us when you apply, we invite you to submit a copy of the [OSA's Voluntary Self Identification Form](#), with your resume.

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