

LEGISLATIVE COUNCIL POSITION DESCRIPTION

THIS POSITION DESCRIPTION DOES NOT CONSTITUTE A CONTRACT.

POSITION: Help Desk Analyst

AGENCY: Legislative Service Bureau

DIVISION: Information Services

SALARY SCHEDULE RANGE: B

STATUS: Full-time

GENERAL DESCRIPTION OF POSITION:

This position provides first-level application support and end-user technology assistance for Michigan Legislative Council employees. This position is 100% on-site, 5 days a week. The primary focus of the position is supporting business applications, including Microsoft 365 and Microsoft Office products, commercial off-the-shelf software, and custom in-house developed legislative and administrative systems. The position serves as an initial point of contact for user assistance, troubleshooting, service requests, issue documentation, and ticket triage.

The analyst resolves routine application and technology issues, documents and escalates complex issues to appropriate Information Services staff, and works collaboratively with application developers, system administrators, and business stakeholders to support effective technology use. The position also provides basic end-user workstation and peripheral assistance, including setup or replacement of common equipment such as keyboards, monitors, docking stations, headsets, and related user-facing devices. Work is performed in a team-oriented atmosphere in a moderately complex networked environment.

EXAMPLES OF WORK:

- Answers the help desk phone and monitors help desk email accounts, ticket queues, and related service channels for incoming application, access, and technology support requests.
- Creates, updates, documents, tracks, resolves, and escalates support tickets through the appropriate ticketing system, ensuring accurate categorization, priority assignment, and resolution notes.
- Provides support for Microsoft 365 and Microsoft Office applications including Outlook, Teams, Word, Excel, PowerPoint, OneDrive, and SharePoint.
- Provides support for commercial off-the-shelf applications used by LSB employees, including assistance with installation coordination, configuration, updates, user questions, and issue resolution.

- Provides first-level support for custom in-house developed legislative and administrative applications, including documenting user issues, gathering reproduction steps and expected outcomes, and coordinating with development staff for resolution.
- Assists users with account access, password and authentication issues, remote access, printing, network file access, and other routine technology services.
- Communicate with end users to collect relevant information, clarify issue details, and provide timely status updates through resolution.
- Participates in support of new software releases, application upgrades, and system enhancements by assisting with user communications, basic testing, documentation updates, and post-deployment support.
- Supports employee onboarding and offboarding by provisioning accounts, configuring application access, preparing workstations, conducting computer orientation, assigning software, and recovering equipment.
- Creates and maintains self-service documentation, knowledge base articles, short instructional materials, and training aids to help users resolve routine issues and use applications effectively.
- Provides basic workstation and peripheral support, including setup, replacement, and routine troubleshooting of keyboards, monitors, docking stations, headsets, and similar end-user equipment.
- Monitors service interruption notices and assists with communicating outages, workarounds, and service restoration information to users.
- Assists with collection and compilation of user satisfaction surveys.
- Performs other duties as assigned.

MISSION STATEMENT PRINCIPLES AND GOALS

- Works collaboratively and demonstrates a team-oriented approach with colleagues and other Legislative Council staff.
- Delivers timely, high-quality services and products to members of the Legislature and other customers.
- Conducts oneself professionally and respectfully in workplace interactions.
- Takes initiative to strengthen knowledge, skills, and judgment to better serve the Legislature.

KNOWLEDGE, SKILLS, AND ABILITIES THE EMPLOYEE SHALL EXHIBIT IN THE POSITION:

- Proven experience supporting Microsoft 365, Microsoft Office applications, and Windows-based end-user environments, including strong proficiency with Outlook, Teams, Word, Excel, PowerPoint, OneDrive, and SharePoint.
- Experience using help desk ticketing systems to document, prioritize, troubleshoot, track, and resolve support requests, including appropriate escalation and follow-up.

- Working knowledge of commercial off-the-shelf software support, including common user support needs, configuration questions, application updates, and vendor coordination concepts.
- Knowledge of Windows workstation environments and the ability to support common end-user hardware and peripherals, including printers, monitors, docking stations, keyboards, headsets, authentication, file access, and related technologies.
- Ability to provide basic peripheral support for standard end-user equipment such as keyboards, monitors, docking stations, headsets, and related accessories.
- Experience using ticketing systems and workflow management practices to document, track, prioritize, and resolve support requests.
- Ability to accurately document technical issues, business processes, resolutions, and user instructions to support knowledge sharing and efficient problem resolution.
- Excellent interpersonal communication, and customer service skills, with the ability to explain technical information clearly, build positive working relationships, and provide responsive follow-through.
- Strong organizational skills and the ability to manage multiple priorities, support requests, and assignments in a changing environment.
- Ability to work independently and as part of a team while maintaining a professional, customer-focused approach.
- Ability to manage sensitive information, maintain confidentiality, and use appropriate discretion when supporting users and systems.
- Strong commitment to customer service, reliable follow-through, and continuous improvement.

SECONDARY KNOWLEDGE AND SKILLS

- General understanding of telephony concepts and user-facing telephone support processes.
- General familiarity with networked environments, including internet, intranet, and remote access concepts.
- Ability to assist with basic purchasing, receiving, inventory, and loaner equipment tracking activities as assigned.

MINIMUM QUALIFICATIONS FOR THE POSITION:

- Proven experience supporting Microsoft 365 applications, Microsoft Office products, line-of-business software, and Windows-based end-user environments required.
- Intermediate to advanced skills in Microsoft Word, Excel, Outlook, PowerPoint, Teams, OneDrive, and related productivity applications required.
- Experience providing support for commercial off-the-shelf applications preferred.
- Experience providing first-level support for custom-developed business applications preferred.

- Previous help desk, application support, end-user technology support, or call center experience preferred.
- Experience with ticketing systems such as ServiceNow, Genuity, or comparable tools preferred.
- Technical certification, such as CompTIA A+, Microsoft certification, or comparable experience preferred.
- Associate degree in computer information systems, business, or a related field, or equivalent education and experience.
- Two years of experience in customer service, application support, computer support, or equivalent experience preferred.

NECESSARY SPECIAL REQUIREMENTS:

- Must be able and willing to work non-standard work shifts and overtime as required.
- Must be able to move, load, unload, and set up equipment or boxes weighing up to 40 pounds as needed.