

POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete the information as accurately as you can as the position description is used to determine the proper classification of the position.	
2. Employee's Name (Last, First, M.I.)	8. Department/Agency TECH, MGMT AND BUDGET - IT
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) CENTER FOR SHARED SOLUTIONS
4. Civil Service Position Code Description Info Technology Technician-E	10. Division CLIENT SERVICE CENTER
5. Working Title (What the agency calls the position) HELP DESK TECHNICIAN - ITT 7-9	11. Section INCIDENT MANAGEMENT I MICJIN SUPPORT
6. Name and Position Code Description of Direct Supervisor WARNER, BENJAMIN; INFO TECH SUPERVISOR-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor ISAACS, JANET G; INFO TECH MANAGER-3	13. Work Location (City and Address)/Hours of Work Location MSP HQ. Dimondale, MI / Hours: 24x7 - Primary hours are 3 p.m. to 11 p.m.
14. General Summary of Function/Purpose of Position Member of the team responsible for providing IT support to State of Michigan employees and partners. Log and track requests received from clients. Investigate, evaluate and resolve reported support issues and requests. Responsible for providing technical assistance in the implementation of technology and automation initiatives. Responsibilities including, but not limited to: log, categorize, prioritize incidents, perform initial diagnosis and determine if escalation is necessary, installing and maintaining software, serving as a troubleshooter in the implementation and use of workstations and associated software and hardware; and answering technical phone lines.	

15. Please describe the assigned duties, percent of time spent performing each duty, and what is done to complete each duty.

List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary:

Percentage: 95

Log, track, and monitor all requests. Fulfill pre-defined and pre-approved services. Log, categorize, and prioritize incidents. Performs initial diagnosis and determine if escalation is necessary, either functional or hierarchical as appropriate. Investigate and diagnosis issues per internal policies and procedures. Apply resolutions and/or workaround as appropriate to restore client operation as quickly as possible.

Individual tasks related to the duty:

- Answer incoming calls and emails, meeting identified response standards.
- Log requests for technical assistance received via the Client Service Center (CSC) phone, fax or email into ticketing system.
- Monitor open cases for resolution within established timeframes and escalate to appropriate parties when necessary.
- Maintain acceptable levels for identified metrics, such as After Call Work, Adherence to Schedule, Availability, Service Level Agreements, etc.
- Provide technical support and problem resolution for identified types of technical problems, using established procedures, guidelines and resources.
- Document all information regarding the resolution of requests for technical assistance in the Remedy system, using established guidelines and procedures.
- Attend meetings and training sessions on policy, procedure, etc, of applications, hardware, software, etc., as required.
- Follow up on cases involving the hardware maintenance vendor.
- Help users in making transition to new or upgraded hardware/software.

Duty 2

General Summary:

Percentage: 5

Perform special duties as assigned.

Individual tasks related to the duty:

Perform special duties as assigned.

16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.

- Which requests can be resolved remotely.
- When to escalate a service issue to the technicians' supervisor.
- Prioritize problem resolution activities to utilize best use of resources.
- Determine a course of action for the resolution of problems.
- The priority assigned to requests for service.

17. Describe the types of decisions that require the supervisor's review.

Establishing priorities when the workload becomes excessive. When the instructions or guidelines provided are insufficient to conduct the necessary activity. When problems develop that do not have known solutions.

When problems develop that impact identified critical agency functions or staff.

When decisions involve staff assignments, billable expenses, ordering new hardware or software.

18. What kind of physical effort is used to perform this job? What environmental conditions in this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

Use of a telephone extensively.

- Use of a computer terminal and keyboard extensively, many hours daily in front of a computer screen.
- Extensive sitting.
- General business environment.
- Conditions can be stressful.
- The employee may be required to lift and or push up to 40 pounds.

19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, on-going basis.

Additional Subordinates

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

- | | | | |
|----------------------------|------------------------------------|----------------------------|-----------------------------------|
| <input type="checkbox"/> N | Complete and sign service ratings. | <input type="checkbox"/> N | Assign work. |
| <input type="checkbox"/> N | Provide formal written counseling. | <input type="checkbox"/> N | Approve work. |
| <input type="checkbox"/> N | Approve leave requests. | <input type="checkbox"/> N | Review work. |
| <input type="checkbox"/> N | Approve time and attendance. | <input type="checkbox"/> N | Provide guidance on work methods. |
| <input type="checkbox"/> N | Orally reprimand. | <input type="checkbox"/> N | Train employees in the work. |

22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?

Yes

23. What are the essential functions of this position?

Provide front-line technical support for State of Michigan employees and partners.

Critical Job Role: Helpdesk Technician

24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.

New Position

25. What is the function of the work area and how does this position fit into that function?

The front line provides a single-point of contact for all computer-related issues for all end-users throughout the state. All calls are logged and tracked to ensure high levels of service are met. This position is integral to the function and operation of the helpdesk.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Possession of a certificate in information systems, data processing, electronics technology, mainframe operations, or microcomputer systems gained through completion of a one-year, college level curriculum.

EXPERIENCE:

Information Technology Technician 7

No specific type or amount is required.

Information Technology Technician 8

One year of experience equivalent to an Information Technology Technician 7.

Information Technology Technician E9

Two years of experience equivalent to an Information Technology Technician, including one year equivalent to an Information Technology Technician 8.

Alternate Education and Experience

Information Technology Technician 7 - 10

Significant on-the-job or other technical training that can be shown to provide the required knowledge of information systems equivalent to that gained through completion of a one-year, college level curriculum may be substituted for the post-secondary certificate.

Possession of an associate's degree in information systems, data processing, electronics technology, or microcomputer systems may be substituted for one year of information technology technician work experience.

KNOWLEDGE, SKILLS, AND ABILITIES:

Demonstrated ability to provide positive customer service. Demonstrated ability in the basic operation of PC-based word processing, spreadsheet, and database software. Good communication skills, both verbal and written. Ability to acquire and maintain current knowledge of identified software products and support policies in order to provide technically accurate solutions to customers. Demonstration of good team skills. Ability to work under stressful conditions. Demonstrated ability to adapt to change. 1 year of experience in an IT Help Desk and demonstrated use of Remedy is preferred.

CERTIFICATES, LICENSES, REGISTRATIONS:

Employees in this position must meet all security requirements established by the Department of Technology, Management & Budget. This position requires passing a pre-employment screening, including passing a drug screen, criminal history background check and a fingerprint check by the Michigan State Police. Microsoft (MOUS, MCDST or MCSE) A+, Network+ and Dell Premier Access is preferred.

NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Supervisor

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

Indicate any exceptions or additions to the statements of employee or supervisors.

None

I certify that the entries on these pages are accurate and complete.

_____	6/27/2024
Appointing Authority	Date

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

_____	_____
Employee	Date