

## HELP DESK/INTRANET COORDINATOR

Code No: 3-20-029  
Competitive

**DISTINGUISHING FEATURES OF THE CLASS:** This is a support position responsible for overseeing the operation of technical services in an agency's technology department. The employee reports directly to and works under the general supervision of the Assistant Superintendent of Technology. Direct supervision is exercised over departmental staff. Does related work as required.

**TYPICAL WORK ACTIVITIES:** (All need not be performed in a given position. Other activities may be performed although not listed.)

Oversees the development and operation of the intranet with the support of technical staff;

Develops and maintains the coordinating of the agency's and departmental enthroned operations;

Develops and supervises the maintenance of the help desk database and calendar of technical support staff on the enthroned, internet or network;

Supervises the allocation of assignments to staff based on incoming requests for technical support and assistance;

Oversees responses to requests to determine the satisfactory resolution of the request;

Develops and oversees the maintenance of records of all service transactions and report analysis;

Oversees the coordination of technical staff in areas associated with customer relations and problem management.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Good knowledge of computer technology; good knowledge of computer operation and equipment usage; supervisory skills; management skills; ability to maintain records; ability to write reports; ability to communicate effectively; ability to establish and maintain effective working relationships; initiative; good judgement; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of an equivalency diploma, plus EITHER:

(A) Four (4) years paid full time or its part time equivalent experience in the operation and support of a technology help desk, installation or maintenance/repair of computer equipment; OR,

(B) Graduation from a regionally accredited or New York State registered college or

university with an Associate's degree in computer technology, plus two (2) years paid full time or its part time equivalent experience as described in (A); OR,

(C) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in computer technology; OR,

(D) Any equivalent combination of training and experience as described by the limits of (A), (B) and (C) above.

**SPECIAL REQUIREMENTS:**

If you are appointed, you will be required to have a valid license to operate a motor vehicle in New York State or otherwise demonstrate your capacity to meet the transportation needs of the position.

Depending on position duties, candidates for employment with Monroe County Government will be required to pass a pre-employment drug test.

**SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS AND BOCES**

Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.

ADOPTED: November 5, 1998