

VERMONT JUDICIAL BRANCH

HELPDESK ANALYST

Court: Court Administrator's Office

Supervisor: RIS

Job Code: 01980J

Exempt/Non-exempt: Non-exempt

Pay Grade: 18

Union Eligible: Yes

PURPOSE:

Investigates and resolve software and hardware problems of computer users. Duties involve the resolution of user problems ranging from logon problems to peripheral equipment such as printers. Assistance may be over the telephone or on site.

ESSENTIAL JOB FUNCTIONS:

- Responsible for answering, evaluating, and prioritizing incoming telephone, voice mail, e-mail, and in-person requests for assistance from users experiencing problems with hardware, software, networking, and other computer related technologies.
- Interviews users to collect information about problem and leads users through diagnostic procedures to determine source of error. Determines whether problem is caused by hardware such as modem, printer, cables, or telephone.
- Handles problem recognition, research, isolation, resolution, and follow-up for routine user problems, referring more complex problems to supervisor or technical staff.
- Logs and tracks calls using a problem management database, and maintains history records and related problem documentation.
- Prepares standard statistical reports, such as help desk incident reports.
- Analyzes and evaluates incident reports and makes recommendations to reduce help line incident rate.
- Consults with programmers to explain software errors or to recommend changes to programs. Trains users on software and hardware on-site or in classroom, or recommends outside contractors to provide training.
- Installs personal computers, software, and peripheral equipment.
- This position is responsible for all duties defined and other duties as assigned such as training other employees.
- The job entails the operation of various types of electronic equipment and new equipment may be introduced at any time.

OTHER DUTIES AND RESPONSIBILITIES:

The above statements provide the general nature and level of work performed by employees of this classification. It is not intended to be an exhaustive list of all the responsibilities, duties and skills required of this classification. Actual assigned duties may differ due to the varying needs of the Judiciary.

ENVIRONMENTAL FACTORS:

Duties are typically performed in an office setting with normal working conditions. Depending upon duties assigned, some travel may be necessary, for which private transportation may be needed. May be called upon to lift 25 pounds.

MINIMUM QUALIFICATIONS, JOB SKILLS AND ABILITIES:

(Required to perform the essential functions of the job.)

Education: High school diploma or GED.

Experience: Two years of experience in computer or network support, programming or analysis, or data base administration.

Education may be substituted for experience at the rate of one year equals six months.