## Job Title: Trainer and Help Desk Specialist I

**Job Grade Level:** 7  
**Career Track:** First in a I and II Series  
**Agency/Department:** Office of the Revisor of Statutes  
**Reporting to:** Deputy Revisor for Information Systems  
**Job EEO Code:**  
**Date:** June 2022  

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### Primary Objective:

Trainer and Help Desk Specialist I serve as the primary IT resource for legislative staff using Revisor's Office computer hardware and software, provides introductory and remedial training to legislative staff on various IT topics, and performs all Help Desk duties. The Help Desk receives and resolves questions and problems delivered by legislative staff and the public.

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### Responsibilities and Tasks:

1. **Provide computer-hardware and software support over the phone and in person.** Support legislative staff and the public. Research reported issues, then resolve or escalate the issue to other Revisor IS staff.

2. **Provide support for commercial and custom software applications, including:**
   - Microsoft Office (Word, Excel, PowerPoint)
   - Outlook e-mail
   - In-house application (XTEND, Revisor Track)
   - Internet web pages and intranet pages
   - Provide support for desktop hardware, including thin client terminals, printers, phones, laptops, etc.

3. **Perform certain system administration functions, including the following:**
   - Using administrator access to XTEND and Windows environments, manage users, files, and directories.
   - Add and delete users.
   - Stop old or hanging processes on XTEND or Windows, if required.
   - Observe server loads, looking for any unusual behavior. If a particular user is largely responsible for a high load, call to determine if what the user is doing is necessary.
   - Add instructions and documentation to the IS support repository.

4. **Maintain or replace users' desktop hardware.**
   - All desktop hardware, including laptops, thin clients, keyboard, monitor, mouse, and telephone
   - Printers
   - Fax machines
   - Other desktop devices
5. Train new applications to revisor and legislative staff.

6. Create documentation on new software applications.

7. Assist the Deputy Revisor for IS with office coordination activities, including:
   a. Initiate interoffice communications regarding system downtime.
   b. Maintain database of hardware inventory.
   c. Generate reports such as Help Desk issues, system uptime, inventory status, etc.
   d. Organize and file paper and digital documents. These documents include support contracts, office procedures and standards, product instructions, warranty, etc.

8. Assist the Trainer and Help Desk Specialist II by:
   a. serving as the secondary contact for backup operator concerns, and
   b. performing special projects or tasks.

9. Develop relevant skills in one or more of the following areas:
   a. Java programming
   b. XML programming (using DOM, Xpath, XSLT)
   c. Web programming (in PHP, Javascript, CSS)
   d. SQL programming (using Oracle 11g)
   e. Cisco network administration
   f. Red Hat Linux system administration
   g. Citrix and Windows system administration

10. Perform other duties as assigned.

**Budgetary Responsibility:**

1. Recommend purchases to the Deputy Revisor for IS
2. Recommend opportunities to reduce or eliminate unproductive expenditures.

**Supervisor Responsibility:**

None

**Indirect Supervision:**

None

**Scope of Relationships:**

1. External Relationships:
   a. Daily contact with the general public calling the Help Desk
   b. Daily contact with revisor-system users in other legislative offices, by telephone, e-mail or in person
   c. Quarterly contact with vendor customer service departments, for repairing or maintaining hardware, office equipment, and phone and modem lines
   d. Quarterly contact with building management for leased office space
   e. Occasional contact with external customers as necessary to transfer files
2. Internal Relationships:
   a. Daily contact with revisor-office employees, through telephone, e-mail or in person, regarding software or hardware problems and how to use system
   b. Weekly contact with legislative staff, through telephone, e-mail, or in person, regarding software or hardware problems and how to use system
   c. Daily to weekly contact with other computer staff regarding system issues

Decision Making and Impact of Error:

1. Discretion. The Trainer and Help Desk Specialist I has discretion to determine how to handle the requests for service that come to the computer unit.

2. Primary decision making:
   a. When a user reports a problem, decide the most rapid course of action to restore user productivity.
   b. Decide when and how to escalate problems to the attention of other IS staff or the Deputy Revisor for IS.
   c. Prioritize simultaneous tasks to maximize legislative productivity.

3. Shared decision making on:
   a. decisions involving office funds; and
   b. decisions involving changes to office procedures or introduction of new technology.

4. Impact of error
   a. This position has access to user- and system-level files. As a result, this position can render an individual or an entire office inoperable on revisor hardware and software.
   b. User productivity can be diminished by the quality and timeliness of instruction provided.
   c. Hardware and software may become inoperable by failing to perform routine maintenance and failing to update support contracts.

Working Conditions and Physical Demands:

1. Office conditions, about 60 percent of the time
2. Walking and transporting materials between buildings, about 30 percent of the time
3. Lifting heavy computer equipment and supplies, about 10 percent of the time (Must be able to lift 50 pounds from floor to a height of 36 inches)
4. During session, rotate on-call duty with other computer staff

Minimum Qualifications:

1. Education: The minimum education required is a two-year associate degree in computer science, or the equivalent, based on experience.

2. Experience: The minimum experience is one year of experience with Microsoft Office Suite applications.
3. Knowledge:
   a. Working knowledge of Microsoft operating system, Word, Excel, PowerPoint, Internet Explorer, and Adobe Acrobat.
   b. Fundamentals of PC hardware components

4. Skills and abilities:
   a. High degree of judgment, accountability, initiative, team collaboration, and resourcefulness
   b. Ability to prioritize, organize, and track large amounts of information
   c. Ability to type 40 wpm with 90 percent accuracy
   d. Good written communication skills necessary for writing documentation and e-mails
   e. Good verbal communication skills necessary for answering phone calls and working with users
   f. Logical and systematic problem solving
   g. High technical skill to understand hardware, software, and network operation
   h. Continuous education work to learn about legislative staff, offices, and procedures. Works to continuously learn new IT skills.

Desired Qualifications:

1. Education. Four-year bachelor’s degree with a major emphasizing information technology (IT)

2. Experience. One year’s experience working on an IT help desk or performing IT technical support

3. Knowledge:
   a. Knowledge of revisor software applications
   b. Systems administrator knowledge of Microsoft Windows or Linux operating systems
   c. Knowledge of Citrix, server-side or client-side
   d. Fundamentals of networking including IP addresses, DHCP, DNS, and shared network drives

All identified duties are essential.

(Distribution of copies – employee, supervisor, and Human Resources).