



Melissa R. Henry

CLERK OF COURT
22nd Judicial District Court
Parish of St. Tammany

Position Title: Help Desk Technician – Tier 1
Department: Information Technology
Job Location: Justice Center, Covington Campus and/or Towers Building, Slidell Campus
Status: Full-Time, Non-Exempt, Hourly

POSITION SUMMARY

As a member of the St. Tammany Parish Clerk of Court's IT Department, the Help Desk Technician is responsible for providing technical support on computer systems including hardware and software, online services, responding to queries, run diagnostics, isolate problems, determining and implementing solutions. The Help Desk Technician must be customer-orientated, professional, courteous, patient and forward thinking. The Help Desk Technician must have proven IT Help Desk experience.

ESSENTIAL FUNCTIONS

- Serve as the first point of contact for customers seeking assistance
- Properly record all issues and their resolution in Help Desk System in a timely manner
- Give timely updates to customers with status of unresolved issues and when necessary, collect additional information to resolve issues
- Perform on-site and remote troubleshooting through diagnostic techniques and pertinent questions, determine solutions and implement
- Educate customers through the problem-solving process
- Escalate issues to the next level of support in a timely manner
- Pass on feedback and suggestions from customers to the appropriate internal teams
- Identify and suggest possible improvements on procedures
- Install, modify and repair computer systems, hardware and software
- Diagnose and resolve basic technical issues
- Write/update Standard Operating Procedures (SOP)
- Equipment Inventory additions, transfers and audits
- Protect confidential information
- Follow policies and procedures in place
- Help Desk On-Call rotation for nights, weekends and holidays
- Notify Director immediately of all service outages
- Set up equipment for meetings
- Attend meetings and training as assigned
- Must report to work with proper hygiene each day
- Must report to work with clean, unwrinkled uniform or other approved attire per policy
- Must be reliable
- Must be able to lift 25 pounds

EDUCATION, EXPERIENCE AND SKILLS REQUIRED

- Proven experience as a Help Desk Technician
- Tech savvy with working knowledge of computer systems, office automation products, databases, networking, remote control, mobile devices, and phone systems
- Ability to listen-engage, actively listen, and reflect without judgment
- Ability to think logically and creatively
- Ability and willingness to effectively communicate
- Ability and willingness to learn from experience, and informal/formal instruction
- Ability to effectively prioritize tasks
- Forward thinker with a demonstrated independent interest in technology
- Positive and optimistic approach
- Practice patience and empathy

- Must be respectful and courteous to all customers, team members, and superiors-even in times when it is not reciprocated
- Genuine desire to help Customers, internal and external
- Humble attitude about knowledge and limitations
- Must be self-disciplined
- Detail-orientated with dedication and commitment to problem resolution
- Willingness to share knowledge with team members, superiors and customers
- Must speak and act with integrity
- Proficiency in English
- Minimum education requirement of a High School Diploma, General Education Development (GED), or High School Equivalency Test (HiSet)

The above noted job description is not intended to describe, in detail, the multitude of tasks that may be assigned but rather to give the employee a general sense of the responsibilities and expectations of his/her position. As the nature of the business demands change so, too, may the essential functions of this position.