

**King County**

Invites Applications for the Position of:

**Helpdesk Support Specialist**

Apply online at <http://www.kingcounty.gov/jobs>

*King County is committed to equity and diversity in the workplace. In addition, the county is committed to recruiting and maintaining a quality workforce that shares our guiding principles: collaborative, service-oriented, results-focused, accountable, innovative, professional and fair and just.*

**OPENING DATE/TIME:** 04/07/17 12:00 AM (GMT -8:00)

**CLOSING DATE/TIME:** 04/24/17 06:00 PM (GMT -8:00)

**SALARY:** \$22.87 - \$29.04 Hourly    \$47,569.60 - \$60,403.20 Annually

**LOCATION:** King County Courthouse - 516 3rd Ave, Seattle

**JOB TYPE:** Term Limited Temporary, Full Time, 40 hrs/wk

**DIVISION:** King County District Court

**JOB NUMBER:** 2017VM030817

**SUMMARY:****Scope of Responsibility:**

King County District Court is seeking to hire two Helpdesk Support Specialists to provide first-level support for e-filing and account and technical support. The positions will start late May and last approximately 18 months. The Helpdesk Support Specialists will respond to and diagnose problems for District Court customers. Responsibilities include problem recognition, triage, troubleshooting, and step-by-step resolution by communicating solutions in a user-friendly manner within specific timeframes. Incumbents in this position will develop, maintain, and utilize a knowledge base, written procedures, and other IT Service Center guidelines to apply broad knowledge of computer systems. Interaction with customers is primarily accomplished remotely by telephone, email, or the web within an IT Service Center environment.

**King County District Court Profile:**

King County District Court is the largest court of limited jurisdiction in the State of Washington and is currently responsible for processing approximately 250,000 matters per year. The Court is a leader in many areas involving public safety and access to justice, including the use of problem-solving courts, jail-alternative programs, technology and judge-managed probation services. Twelve cities contract with King County for judicial services.

**JOB DUTIES:**

- Identify, diagnose, and resolve first-level help requests within an IT Service Center environment, including: user account management, basic internet browsing technology, network interconnectivity, and general filing services. Communicate solutions to end users in a professional and timely manner.

- Enter requests utilizing IT tracking ticketing system and evaluate, categorize, and prioritize requests. Document and enter actions taken and decisions made. Refer tickets to other analyst groups and subject matter experts.
- Identify and escalate complex support calls beyond the capabilities of level one support or not resolved in a time specific manner based on service guidelines.
- Communicate and guide end user via phone and remote assistance support through the problem-solution process.
- Perform IT service center activities, including, but not limited to, end-user requests and issue resolution, and service-center coordination activities. Manage phone, email, and web queues, and participate in special projects and other tasks as assigned.
- Follow up with customers on aging calls to keep them apprised on their ticket status, notify customers of major system issues, and provide regular status updates on these issues.
- Document all service activities in the Service Desk ticket tracking tool to update the knowledge base.
- Maintain process documentation and procedures to improve services and user assistance. Provide input on new issues or escalating problems.
- Work in self-directed team to achieve performance goals and increase productivity and lead and/or participate in team projects when requested.
- Communicate appropriately and professionally with staff members and customers.
- Maintain regular, predictable, and consistent attendance.

**EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:**

- Knowledge of basic computer skills, including troubleshooting internet connections, browser problems, documents uploads, and proficiency in any helpdesk ticketing system.
- Basic computer troubleshooting, analysis, research, critical thinking, and problem-solving skills with keen attention to detail.
- Ability to effectively prioritize multiple tasks and priorities with frequent interruptions, occasionally in urgent situations.
- Ability to provide reliable phone support to end users and maintain high availability by efficiently processing calls.
- Ability to communicate instructions and information effectively in a manner appropriate to the technical knowledge of the audience.
- Ability to promote and follow county and Court business policies, procedures, standards, and guidelines.
- Strong written and oral communication and interpersonal skills.
- Ability to be self-motivated and goal oriented, capable of working in a fast-paced and changing environment while providing exceptional customer service.
- Ability to work in a team-oriented, collaborative environment.

**SUPPLEMENTAL INFORMATION:**

An offer of employment will be contingent upon the candidate passing a criminal background investigation including a fingerprint history check.

**DESIRED QUALIFICATIONS:**

Prior Court Operations experience;  
Prior customer service experience; and  
Prior IT support experience.

**EDUCATION:**

Any combination of experience/education/training that provides the required knowledge, skills and abilities to perform the work.

**Note: Online applications are preferred. However, if you cannot apply online, go to [www.kingcounty.gov/jobs](http://www.kingcounty.gov/jobs) for other options.**

**If you need an accommodation in the recruitment process or an alternate format of this announcement, please inquire directly with the contact listed on the job announcement or the department's Human Resources Service Delivery Manager.**

### **Helpdesk Support Specialist Supplemental Questionnaire**

- \* 1. I have attached my resume AND letter of interest which clearly describe how I meet or exceed the requirement of this position.  
☐ Yes   ☐ No
- \* 2. I have two years customer service experience.  
☐ Yes   ☐ No
- \* 3. I have six months of helpdesk or computer support experience.  
☐ Yes   ☐ No
- \* 4. I have prior Court operations experience.  
☐ Yes   ☐ No
- \* 5. A misdemeanor or felony booking or conviction of any kind may impact your ability to gain access to required Criminal Justice Information Systems, which could disqualify you from further consideration. Have you ever been booked for or convicted of a misdemeanor or felony?  
☐ Yes   ☐ No
- \* Required Question