

MICHIGAN HOUSE OF REPRESENTATIVES

POSITION DESCRIPTION

POSITION: User Support Specialist II

GRADE: 7

REPORTS TO: Information Systems Director and/or Deputy Director

POSITION SUMMARY: This is an at-will, non-partisan position. The User Specialist II is a member of the Help Desk Team. This group is responsible for all aspects of Information Systems support for the user population of the House of Representatives. Support for applications includes development of documentation and training material, onsite support, basic desktop and Windows operating systems trouble shooting, system implementation, classroom and individualized training, PDA support, web design and session.

The activities of the User Support Specialist involve Help Desk operations, project work, training, Session support and office calls. The help desk and project work activities are performed in the office at a computer workstation. Office calls are made to a campus that is comprised of two buildings. Session support is performed on Session floor in the Capitol Building.

The work week is forty hours in length. This salary position may require additional hours to meet project and support commitments. Session support can occur anytime outside normal business hours, including evenings and weekends. The incumbent's responsibilities are performed without political partisanship or consideration of party affiliation.

PRINCIPAL ACCOUNTABILITIES:

1. Staffing the Help Desk as a primary intake point for all customer service requests. Troubleshoot problems, make referrals to Network Group, and follow up to ensure prompt response times and problem resolution.
2. Answer the Help Desk phones, e-mails and Instant Messenger. Assist in problem solving of applications, and network services.
3. Monitor and follow up on service requests.
4. Perform classroom instruction and individualized training sessions. Analyze employee and department training needs, prepare and deliver customized training sessions.

5. Develop and maintain training outlines, coordination of training materials, and user documentation.
6. Support session floor during session hours.
7. Install, configure, and trouble shoot desktop applications, including customizations, compatibility issues, and printer drivers.
8. Advanced troubleshooting skills for Windows operating systems, Microsoft Office suite.
9. Learn and support in-house applications for specialized workgroups such as Session Clerks, Committee Clerks, Facilities, and Fiscal analysts.
10. Installation, setup and configuration of smart phones and PDA's.
11. Maintain Intranet and public websites for the Michigan House of Representatives.
12. Conduct research and make recommendation of software and equipment needs for user population.
13. Test all House software and equipment.
14. Develop product announcements, orientation materials and presentations.
15. Provide user feedback to Director and Deputy Director regarding user problems, computer needs and other services requiring attention or improvement.
16. Continue to improve knowledge of supported applications; proactive skill development.
17. Other duties as assigned.

JOB QUALIFICATIONS: Presentation and customer service skills, problem solving and analytical thinking are essential to this position. A thorough understanding of software installation and configuration setup for personal computers is required. Experience in web design is required. Advanced experience working with Microsoft Office Suite or related applications is required.

Associates degree in computer science or related field. Two years in a service support position is required. Experience in user support or computer operations may be considered in lieu of a degree.