EDP HELP DESK SPECIALIST

KIND OF WORK

Technical electronic data processing (EDP) troubleshooting work.

NATURE AND PURPOSE

Under limited supervision, responds to EDP user/client questions and requests for assistance by recording, categorizing, diagnosing and recommending solutions to problem situations described via telephone calls in as timely and efficient a manner as possible; performs related work as required.

Problem-solving requires applying deductive reasoning to search for solutions within a diverse procedural thinking environment. Incumbents attempt to resolve immediate user problems, as well as to identify and report problem trends which may indicate system-wide problems or malfunctions (e.g., reduced response time to users, etc.) to management and professional staff.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Answers questions and recommends solutions to assist clients experiencing computer data transmission and manipulation problems in a prompt, accurate and efficient manner by listening to client descriptions of problem situations; identifying and courteously asking questions to elicit clarifying information about the problem; analyzing the information obtained through questioning to diagnose and identify solutions to the problem (referring to equipment and software manuals and using computer software tools, as necessary) and by taking appropriate corrective action to resolve the problem (e.g., notifying vendor of the equipment malfunction).

Analyzes and tests system software and hardware components to analyze network activity, obtain data on specific network component devices, perform tests which isolate problems to specific component(s) and monitor on-line activity in order to accurately diagnosis network/system failures/malfunctions by selecting, using and interpreting specialized diagnostic software tools (such as NETMASTER, OMEGAMON, NET ALLERT, etc).

Operate and monitor system hardware component (e.g., system console, CJIS monitor, etc.) so that immediate action can be taken to respond to client inquiries about EDP "job" status and to correct or report malfunctions or potential problems to technical support staff by providing clients with information about batch processing "job" status, abend codes and their meanings, and input/output information, and by immediately notifying key personnel of major system malfunction or failure.

Record, monitor, update and sort information on client calls on NETMAN database so that accurate and meaningful information is available for problem management, problem analysis, and statistical analyses of group activity by entering descriptive information about each telephone call received into the system; monitoring problem resolution process and updating the system with information about the procedure followed to correct each problem; and sorting database information by key information elements to identify and track recurring problems.

Relay information between clients, vendors and IMB personnel so that all parties are kept informed of changes/occurrences which may impact their work by informing staff and system user contacts of scheduled computer downtime and technical changes and procedures which may affect problem resolution and recommending new help desk services to address needs expressed through daily interaction with clients.

Document procedures and gather and organize reference materials to use in troubleshooting EDP problems so that the information needed to answer client questions can be accessed quickly and efficiently by categorizing and documenting problem resolution procedures on the database for easy reference, requesting brochures and informational aids from other areas in IMB, other departments, and vendors and by organizing reference materials (message code books, manufacture provided manuals, etc.) in the most meaningful manner.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

MVS-XA hardware and software components including on-line configuration of ADMIN and CJIS networks, VTAM access method, and distributed processing sufficient to understand how components interface to provide service to clients.

Special features, error codes, and documenting reference manuals of software packages supported by IMB sufficient to research and recommend solutions to problems experienced by users.

Services, resources, and organization of IMB and the technical expertise of its professional staff sufficient to refer technically complex problems to appropriate personnel.

Technical data communications terminology sufficient to communicate problem symptoms to technical support staff.

Skill in:

Keyboard operation sufficient to enter information to and extract information from the operating system in as timely and efficient a manner as possible.

Using diagnostic software tools sufficient to identify and isolate the source of system malfunctions.

Ability to:

Communicate verbally with persons at all levels, knowledges and skills, sufficient to explain IMB services, technical and jargon laden instructions
and requests to non-technical users in a clear and patient manner.

Analyze problems sufficient to determine and/or recommend correct action for diverse and difficult problems while operating under rigid time constraints.

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