

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

DUTIES This is a non-career, term job with the Metropolitan Washington Airports Authority (Airports Authority). Serves as Help Desk Specialist in the IT Services Division (Division) of the Program Support Department of the Office of Technology supporting users at Ronald Reagan Washington National Airport, Washington Dulles International Airport, Dulles Toll road and Dulles Corridor Metrorail Project. Receives trouble calls (via e-mail, voice mail, and walk-up) for software, hardware, application, and/or telephony problems, enters call information into the ticket tracking system, documents information about the problem, and triages/endeavors to perform first contact resolution. Performs related duties.

--Receives service requests (email, voice mail, and walk-in) for software, hardware, application, and/or telephony problems; creates problem ticket by entering user and problem information into the Division's ticket tracking system (System); and documents accurate, detailed information about the problem. Endeavors to perform first contact resolution and resolve the problem at the Tier 1 level, however, problem may require several contacts with the user. Contacts the user to convey the status of ticket and the expected resolution timeframe.

--Responds to IT related service requests (user problems, incidents, issues, requests and queries). Assesses the problem; works with users to troubleshoot the nature of reported problem. Performs Tier 1 remote troubleshooting/diagnostics on commonly used software, hardware, applications and other equipment/items used throughout the Airports Authority. May query using the Division's frequently asked questions (FAQs) and other Division tools to assist in identifying user's problem/potential problem and solution. May use remote access software to remotely work on the user's equipment. Documents completion or progress in the System.

--Escalates the resolution process to Tier 2 when it is a hardware issue/request (problem with existing hardware or request for new equipment) or problem is such that initial attempts to resolve were unsuccessful, is a problem which cannot be resolved remotely or customer satisfaction issues are involved. Practices Total Contact Ownership in conjunction with a Tier 2 Deskside Specialist; ensures the user knows the problem is beyond the scope of Tier 1 and is going to be handled by someone else, who that is, and when next to expect a call or email regarding their problem.

--Notifies the user when the problem has been resolved or request fulfilled and ensures user satisfaction. Ensures closeout of ticket and that the user has been sent a service evaluation to complete.

--Routes non-IT requests to appropriate, designated staff member for action/resolution (such as Telephony requests to ACS). Documents referral in System. May re-contact user to ensure user is satisfied with referral and service according to Division's Total Contact Ownership process.

--May assist Deskside Specialists and Desktop Engineer in configuring computers for users by loading/ghosting software onto computers, backing up user data, or the delivery of specialized hardware to the user.

--Operates within established Divisional IT Infrastructure Library (ITIL) service support and service delivery framework and Total Contact Ownership principles and practices. Works to deliver excellent technical/non-technical support with outstanding customer service, satisfaction, and timeliness by practicing Total Contact Ownership for all IT related issues to ensure a high degree of customer satisfaction.

--Maintains currency in technical and service skills. Works to increase technical knowledge and proficiency. Pursues additional, work related certifications.

--Communicates and interacts effectively with internal and external business contacts including, but not limited to, other members of the unit/team, other Airports Authority employees (such as officials, executives, managers, supervisors, professionals, and support staff), tenants, airport users, and the general public.

--Uses a computer and (a) modern office suite software (such as MS Office) to communicate (email), plan, schedule, word process, manipulate data (spreadsheets and databases), and perform or conduct research (Internet use); (b) enterprise system/software for time and attendance reporting, and other functions; and (c) special systems/software such as ServiceNow used in the Division for ticket tracking.

--May operate a motor vehicle airside and landside, on and off the airport complex, as necessary to attend meetings, visit jobs sites and users, and perform related functions.

--*Performs other duties as assigned.*

Critical features of this job are described under the headings below. They may be subject to change through reasonable accommodation or otherwise.

MINIMUM QUALIFICATIONS (MQs)

To be rated qualified for this job, an applicant must meet all of the MQs listed below at the time of vacancy announcement closure.

1. A high school diploma, a Certificate of General Educational Development (GED), or an equivalent combination of education, experience and training.
2. Three years of progressively responsible IT Service Desk or Help Desk experience that includes substantive work in most of the DUTIES in this job description, to include: (a) providing IT help desk problem resolution; (b) utilizing IT diagnostic tools to assist in the problem resolution; (c) utilizing remote access software; (d) working with/utilizing a ticket tracking system; and (e) working in a high volume customer service environment.

A fully equivalent combination of education and training beyond what is needed to satisfy MQ 1 above may be substituted for up to two years of these three years of experience (MQ2). For example, an associate's degree in any field providing a strong foundation for

performance of the DUTIES in this job description may be substituted for two years of experience.

3. CompTIA A+ Certification, or the ability to attain CompTIA A+ Certification within 180 days of days from the date of the Final Offer Letter.
4. ITIL v3 Foundations Certification or ability to attain ITIL v3 Foundations Certification within 180 days of days from the date of the Final Offer Letter.

PREFERRED QUALIFICATIONS

The qualifications listed below (if any) are preferred and may be considered in the selection process, but are not required to be rated qualified for this job.

1. An Associate's Degree in Computer Science, Telecommunications, or Management Information Systems (MIS).
2. Support Center Analyst Certification from Help Desk International or another recognized credentialing authority.
3. The CompTIA A+ Certification as administered by Pearson VUE or Certipoint or another recognized testing authority.
4. Microsoft Office Specialist (Word, Excel, Outlook, Access, PowerPoint) as administered by Certipoint or another recognized testing authority.
5. ITIL v3 Foundations Certification.

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER FACTORS (KSAOs)

The following KSAOs are required for successful performance of this job and are a basis for rating and ranking applicants who are found to meet the MQs. Local, Federal, airport industry or Airports Authority specific bodies of knowledge listed below may be acquired on the job, typically; ability to rapidly acquire them is required at the time of vacancy announcement closure.

1. Knowledge of MS Office Suite and software (Word, Excel, Outlook, Access, PowerPoint), IBM PC and PC-clone computers and their operating systems, and personal and network printers, scanners, and other IT related equipment; knowledge of the Airports Authority's enterprise systems/applications including ERP; knowledge of ITIL foundations as they relate to providing Tier 2 deskside support, altogether to provide associated Tier 2 support (telephonic and deskside - diagnose and remedy) to Airports Authority users.
2. Knowledge of IT diagnostic utilities, including incoming transactions/telephone recording monitoring tools/utilities to provide IT Service resolution to users' problems.

3. Skill in problem solving to select, organize, and logically process relevant information (verbal, numerical, or abstract) to solve a problem. This includes the ability to recognize subtle aspects of problems, identify relevant information, and make balanced recommendations and decisions. Examples include understanding, documenting, and providing troubleshooting and user problem resolution.
4. Interpersonal skills to interact with business contacts in a businesslike, customer service-oriented, manner. This includes maintaining emotional self-control with users who have problems and may be less than amicable.
5. Skill in oral communication to understand verbal information (including instructions and descriptions) and to express such information verbally so that others will understand. This includes ability to encourage effective oral communication by others, such as eliciting information from users to describe their problem(s) completely and clearly, requesting users to preform activities at their computer to help define their problem(s), and describing tasks/steps to user to resolve their problem(s).
6. Skill in using a computer and (a) modern office suite software (such as MS Office) to communicate (email), plan, schedule, word process, manipulate data (spreadsheets and databases), and perform or conduct research (Internet use); (b) enterprise system/software for time and attendance reporting, and other functions; and (c) special systems/software such as ServiceNow used in the Division for ticket tracking.
7. Knowledge of ITIL IT Service Management industry service levels and IT Service Management concepts to direct staff in providing excellent technical/non-technical support with outstanding customer service.
8. Skill in written communication to understand written information (including instructions, descriptions, and ideas) and to express such information in writing so that others will understand. Examples include reading technical-operational materials (such as technical manuals, maintenance schedules, and ticket orders) and administrative-programmatic materials (such as Division supply procedures), and writing briefly about similar types of matters, such as completing work tickets.

RESPONSIBILITY Is responsible for providing Tier 1 IT support to Airports Authority users in resolving their IT problems. Work directly and significantly affects Airports Authority IT users' ability to perform their work utilizing the Airports Authority's various computers/systems and ultimately the Airports Authority to function efficiently and effectively.

Reports to the Help Desk Supervisor. Most work comes to the incumbent through established workflow consistent with assigned functions. processes. The Supervisor provides broad objectives and policy and procedure guidance for recurring assignments and, in consultation with the incumbent, brief instructions and time frames for any special projects. The incumbent elevates more complex problems to Tier 2 staff; collaborates with, and keeps the Supervisor and

customer informed. Typically, work is reviewed in terms of quantity, quality, timeliness, customer service, teamwork, adherence to guidelines, and other factors.

Guidelines include, but are not limited to, ITIL v3, ISO 20000 ITSM best practices, Help Desk International and other call center soft skills guidance, Division Service Desk business processes, policies, and procedures, and MS Windows, Apple iOS Linux/Unix, and Google Droid and other operating system and application support. Guidelines are specific and allow for limited interpretation, however, work may involve consulting several guidance/reference/support items to determine the problem and if the problem can be resolved at this level; if not, it is referred to the next level. The incumbent uses experience and judgement in applying guidelines. In complex or unusual cases, the incumbent may consult with Supervisor for problem resolution or decision to escalate the problem to the next level.

EFFORT The work is primarily sedentary and typically requires light physical effort as in opening/closing file drawers, lifting and carrying reference materials, etc. Incumbent may sit for extended periods while performing desk work; may move about to visit users and server facilities, etc. Constantly uses a computer to perform DUTIES; operates other office equipment. Regularly reviews manuals, computer screens, and printouts containing small print. Frequently exchanges information by telephone. In driving, operates vehicle using judgment in consideration of weather, traffic and other factors.

WORKING CONDITIONS Works primarily in an adequately lighted, ventilated and temperature controlled office and conference rooms. May experience some job pressure from tight deadlines or interpersonal conflicts with users.

OTHER SIGNIFICANT JOB ASPECTS Certifications must be maintained. Must be able to work varied schedule of days and outside normal 8am-5pm business hours for scheduled and emergency maintenance and/or upgrades. Is subject to hold-over and recall for IT emergencies and may need to work nights and weekends depending on operational requirements and other factors. Must be able to work standard on-call rotation.