

2019 PROGRAM SPECIFICATION
Premier Solutions

PROGRAM #: 700

STANDARD PROGRAM: Help Desk Support Analyst

TARGET POP: RCDKSC Employees

YEAR: 2019

UNITS: Actuals

CLIENTS: N/A

ALLOCATION: TBD

UNIT DEFINITION: Actual Expenses

GEOGRAPHICAL AREA TO BE SERVED: Racine County

DAYS/HRS OF SERVICE AVAILABILITY: Monday – Friday 8:00am – 5:00pm, some evening, weekend, holidays and on-call rotation possible

MINIMUM STANDARDS:

Provider must agree to comply with the following terms and conditions:

- Standard contract language
- Certification standards where applicable
- Fiscal and program reporting criteria
- Allowable Cost Policy
- Audit criteria
- Policies and procedures as defined in Racine County Human Services Department Contract Administration Manual
- Maintain adequate liability coverage
- Civil Rights/Affirmative Action Policies
- Criminal background checks for staff
- Drug screening, driver's license checks and reference checks
- Human Resources Condensed Policy Manual for Student Interns, Volunteers, Temporary Agency and Contracted Staff.
- Payment of all wages, payroll taxes, worker's compensation, social security, federal and state unemployment insurance and any and all other federal and state taxes relating to the staff
- Fair Labor Standards Act
- Withholding payroll taxes, paying unemployment insurance, worker's compensation and social security contributions
- Complete performance evaluations and discipline and maintain employment records
- Recognize that authorization for services is approved by Racine County Human Services Department.
- All informational materials (program descriptions, brochures, posters, etc.) must identify it as a RCHSD program through the use of a standardized RCHSD format provided by Racine County.
- The program must be identified as a RCHSD program in all public presentations and media contacts/interviews.
- All Provider external vacancies shall be advertised on JobCenterofWisconsin.com and Indeed.com

PROGRAM DESCRIPTION:

Help Desk Support Analyst - 2 FTE

This is a Monday – Friday 8:00am – 5:00pm position with some evening, weekend, holidays and on-call rotation possible.

The Help Desk Support Analyst is responsible for support and maintenance of the Racine County Information Technology, desktop, A/V equipment, and printer environment. Participate with the other desktop specialists to ensure compatibility and integration with the Racine County information systems strategies.

Essential Technical Duties:

1. Identify and initiate resolution to Desktop end user problems and concerns associated with hardware, software and applications.
2. Work closely with members of the Racine County Information Systems Department.
3. Diagnose hardware problems. Replace hardware components as necessary and/or place service calls for hardware under maintenance.
4. Diagnose software problems and resolve end user questions. This includes providing assistance in use of hardware, operating systems and applications for complex projects.
5. Train and assist Racine County employees on the usage of hardware and software. This may include developing training manuals, class presentations or demonstrations.
6. Test and research hardware and software for potential use by Racine County.
7. Uphold the County policy guidelines.
8. Maintain a positive working relationship with all County departments to optimize working relationships and communication.

Supervision Received:

Receives general supervision from lead coordinator / Helpdesk manager.

Qualifications:

- Associate Degree in Business Administration, Computer Science, or related field OR 45 college credits including 12 credits in computer hardware and/or software. Must have at least one computer hardware course.
- Basic experience in Desktop environment to including hardware, software and operating systems.
- Experience in Windows XP , Windows 7, Windows 10 and Microsoft Office.
- Experience in end user support and training.
- Experience using Microsoft Active Directory to administer user accounts, groups, distribution lists and other AD resources.
- Experience with Cisco VOIP phones and administration.
- Ability to lift equipment up to 50 pounds
- Ability to stand, walk, and move about for up to 100% of a shift
- Strong written and verbal communication skills.
- Prompt and regular attendance.

EVALUATION OUTCOMES:

1. 100% of referred candidates will meet minimum qualifications per the job description provided by Racine County Human Services.
2. 90% of vacancies will be filled within 60 days of initial posting.
3. 90% of employees will maintain a position within Racine County Human Services for the calendar year, maximizing employee retention.

An Evaluation Outcome Report must be submitted to Racine County HSD Contract Compliance Monitor by 2/1/20.