



**GOVERNMENT OF THE VIRGIN ISLANDS**  
invites applications for the position of:

## Help Desk Specialist

**SALARY:** \$38,998.00 Annually

**OPENING DATE:** 05/23/17

**CLOSING DATE:** 06/07/17 11:59 PM

### **DESCRIPTION:**

This is a standard position description whose function is to provide assistance to a specialized assistance program for users in solving personal computer problems. Work involves recording and researching problems, conducting follow-up-actions and providing training. An employee in this class works under the immediate supervision of a higher level officer. Some degree of independence is expected, especially in the areas of tracking problems and researching to resolve routine user problems related to computer operations.

### **DUTIES AND RESPONSIBILITIES:**

#### DUTIES (NOT ALL INCLUSIVE):

- Receives calls from users requesting solutions or service to personal computer problems.
- Records all problems reported or discovered.
- Researches and resolves routine user problems related to computer and communication, equipment and software.
- Conducts and coordinates user support for personal computer software/hardware and on-line systems through telephone communication and on site assistance.
- Assists information services staff in development and establishment of problem prevention programs such as user training.
- Maintains current computer software reference materials such as user manuals, training guides and technical support materials.
- Performs data entry and output verifications.
- Provides monthly reports, based on Help Desk System and other information.
- Performs other related work as required.

### **MINIMUM QUALIFICATIONS:**

#### MINIMUM QUALIFICATIONS:

A BS or BA Degree in Computer Science, Data Processing, or Information System;

OR

An Associate Degree in Computer Science, Data Processing, or Information System or any closely related field and two (2) years computer related experience;

OR

An equivalent combination of education and experience not to go below a High School Diploma and not less than five (5) years practical experience, two of which must be in computer related work.

### **POSITION FACTORS:**

#### FACTOR-1- KNOWLEDGE REQUIRED BY THE POSITION:

- Knowledge of local and federal laws, rules, regulations and policies regarding financial assistance programs.

- Knowledge of the operation and care of the digital computer and its peripheral equipment.
- In depth knowledge of computer software and technical methods.
- Ability to log information and to keep up-to-date records of progress.
- Ability to establish and maintain effective working relationships with co-workers, service providers and the general public.
- Ability to express oneself clearly and concisely, orally and in writing.

**FACTOR-2- SUPERVISORY CONTROLS:**

Supervision is provided by a higher level officer. The incumbent is responsible for problem resolution of all computer related, user problems, tracking irregularities and software problems. Identify and report to supervisor all serious or potentially serious occurrences that may affect the integrity of the system, the accuracy of the data input or output of the system.

**FACTOR-3- GUIDELINES:**

Guidelines consist of local and federal laws, rules, regulations and policies.

**FACTOR-4- COMPLEXITY:**

The work includes a wide variety of newly assigned computer related tracking assignments. The work is characterized by a considerable need for analyzing and resolving systematic and software problems.

**FACTOR-5- SCOPE AND EFFECT:**

The scope of the work requires the incumbent to be directly involved with the responsibility for a system, which is critical and essential to the overall operations of the unit. The effect of the work involves implementing and resolving critical system and operational problems.

**FACTOR-6- PERSONAL CONTACTS:**

Contacts are made with other employees of the agency, supervisors, and outside representatives and computer personnel from local and federal agencies.

**FACTOR-7- PURPOSE OF CONTACTS:**

Contacts are to exchange technical and administrative information and coordinate recommended advice on work effort.

**FACTOR-8- PHYSICAL DEMANDS:**

Work is sedentary. Normal dexterity and use of all physical senses is required.

**FACTOR-9- WORK ENVIRONMENT:**

Work is performed in an office setting.

APPLICATIONS MAY BE FILED ONLINE AT:

<http://www.dopusvi.org>

34-38 Kronprindsens Gade GERS Bldg 3rd Floor  
3009 Orange Grove Shopping Ctr  
Territorywide, VI 00802  
340-714-5034

Position #201700024  
HELP DESK SPECIALIST  
LD

### Help Desk Specialist Supplemental Questionnaire

- \* 1. The answers you provide to the supplemental questions will be used to determine if you meet the minimum qualifications for this position. Please note that in order to qualify for a position you must satisfy the criteria outlined in the minimum qualifications section of the vacancy announcement and submit supporting documentation. If using a diploma, degree, certification or license to qualify for this position the diploma, degree, certification or license must be uploaded as an attachment(s) to your application. Only education from an accredited school will be accepted to satisfy an education requirement. If you are using college credits to qualify for this position you must upload your transcript. Only education from an accredited school will be accepted to satisfy an education requirement. If you are using experience to qualify for this position your experience must be detailed on your application (attaching a resume does not supersede this requirement). Your responses pertaining to specific work experience must be clearly shown in the area for work history on your application. If you are required to be a veteran to qualify for this position you must attach your DD214. An incomplete application, missing documents, or false responses to questions may result in disqualification and/or termination if hired. It is important that your application include all relevant education and experience, including that with the Government of the Virgin Islands. All items must be attached at the time of applying even if the information has been received by the Division of

Personnel in paper form prior to May 1, 2017. Your application must be completed in full before it is submitted. Please review all applications for accuracy and make all corrections before submittal because errors can result in not meeting the minimum qualifications. We do not accept additional information after your application has been received by the Personnel Department. Do you accept

Yes

No

\* 2. Do you have a BS or BA Degree in Computer Science, Data Processing, or Information System?

Yes

No

\* 3. Do you have an Associate Degree in Computer Science, Data Processing, or Information System or any closely related field?

Yes

No

\* 4. Do you have two to five years of related computer work experience.

Yes

No

\* 5. Do you have five or more years of related computer work experience?

Yes

No

\* 6. Do you have a High School Diploma?

Yes

No

\* Required Question



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