

Position:	Help Desk Operator 2	Starting Salary Range:	\$33,424 – 38,889
Position ID #:	09-43	Location:	Harrisburg
Organization:	AOPC	Category:	Administrative Support
Department:	User Interface	Posting Date:	11/20/09

Remarks: Starting salary will vary depending upon the qualifications and employment history of the selected candidate.

Description:

This is a full-performance level position that serves as the point of contact for system questions and problems for users of the Pennsylvania Appellate Court Case Management System (PACMS). The selected candidate will perform second level problem determination and systems and user testing. Work is performed under moderate supervision.

Typical Duties:

- Answers, logs and responds to issues called into the PACMS help desk from users of the application – the chambers and filing offices of the Supreme, Superior and Commonwealth Courts.
- Tracks calls and issue resolutions into the Remedy application tracking database.
- Monitors and tracks changes to application functionality in order to properly respond to user issues.
- Conducts system analysis (second level support) to resolve user issues; performs application and form and report testing of new functionality.
- Communicates with supervisor, trainers and analysts to make recommendations for application changes.
- Reviews and make recommendations for end-user documentation, i.e. training materials, help text, balloon tips and the user reference manual.
- Performs analysis of call data to suggest recommendations for better workflow and problem resolution.

Minimum Qualifications:

- High school diploma or equivalent; AND
- Five years experience providing general office support.
- An equivalent combination of education, experience, and / or training may be considered.

Miscellaneous Requirements:

- Satisfactory criminal background check required.
- Working knowledge of **MS Office** and **Remedy**.

How to Apply:

Candidates interested in applying for this position are requested to submit a written resume (video or audio resumes will not be accepted), along with a cover letter noting position title, position ID #, and salary requirements to:

AOPC - Human Resources
PO Box 61260 (OR) Human.Resources@pacourts.us
Harrisburg, Pennsylvania 17106-1260

Unified Judicial System Hiring Policy

The Unified Judicial System of Pennsylvania recruits, employs, and promotes the most qualified applicants without regard to their political affiliation, race, color, age, national origin, sex, sexual orientation, ancestry, religious creed, disability, or other non-merit facts or considerations. Reasonable accommodations will be provided to applicants with disabilities as may be necessary to ensure that all applicants are given a fair and equal opportunity to compete for all employment positions. Applicants who need accommodation for an interview should request so in advance. All hiring policies and procedures are intended to conform to all provisions of the Pennsylvania Human Relations Act, the Civil Rights Act of 1964, the Americans with Disabilities Act of 1990, the Age Discrimination in Employment Act of 1967, and all other state and federal statutes governing fair and non-discriminatory hiring practices.