Position Available

Service Desk Agent – Level 1
 Judicial Information Services, State Court Administrative Office

Judicial Information Services (JIS) is looking for qualified candidates for the position of Service Desk Agent Level 1 (SDA-1). In a centralized call center environment, the Service Desk Agent is responsible for the primary delivery of Tier 1 and Tier 2 services and support solutions to internal and external customers and ensures the delivery of solutions to customers. Service Desk Agents monitor, log, track, and resolve requests for service, are responsible for service levels and the quality of services delivered to ensure consistent compliance with service level agreements and attainment of service desk standards. JIS is the IT arm of the Michigan Supreme Court. Our mission is to provide application, infrastructure, and support services for systems JIS designs, builds, and maintains in support of Michigan’s courts.

SDA-1 functions under direct supervision. The SDA-1 is responsible for providing primary support and is the first point of contact when responding to service requests from customers. The SDA-1 will exercise entry level skills with support based methodologies.

Essential duties and responsibilities include, but are not limited to the following:

• Provide production support; provide first/second tier support and service restoration. Resolve or triage service requests. Provide customer follow-up and education. Proactively seeks information and utilizes analytical and creative problem solving skills along with standard processes and technologies resulting in efficient triage and resolution of reported problems and requests;
• Utilize Information Technology Infrastructure Library (ITIL) best practice processes such as Change, Problem, Incident, and Configuration Management to manage workflow;
• Identify proactive improvements. Observe trends in support requests, suggesting and helping to implement enhancements as relevant to increase the customer experience. Collaborate across other IT support teams within the organization to cohesively deliver customer needs across enterprise and unique local solutions;
• Participate and assist in communicating the knowledge management process, including the use of Knowledge Base methodologies;
• Assist with project work and upgrades to the organization’s technical infrastructure as needed;
• Leverage appropriate technical tools to perform initial root-cause analysis and service restoration for a variety of problems or challenges;
• Answer, evaluate, and prioritize incoming telephone, voice mail, email, ticketing tool, and other networking and other computer-related technologies.

Education
• SDA-1: College coursework in business, management, information technology, law or a related field or post-secondary technical education.

Experience
• SDA-1 – At least one year experience in a support desk environment supporting case management software, desktop applications and/or web-based applications in a distributed environment; OR at least 3 years in a customer-facing role providing service and interaction with stakeholders both verbally and through written communication.
  o Hands-on experience with the JIS DCS case management system preferred;
KNOWLEDGE

- Office tools such as Microsoft Office (Word, Excel, Outlook);
- Call tracking and help desk ticketing tools;
- Familiarity with technologies such as web browser software applications, web conferencing, document management tools (e.g. SharePoint), networking, network printing/printers, and knowledge of troubleshooting issues with those technologies;
- Techniques to question customers to frame problems into actionable summaries, escalating unresolved call to the appropriate IT support team;
- Basic knowledge of business applications such as email, case management systems and websites;
- Knowledge of using internet-based search engines, knowledge bases, and similar resources to aid in problem resolution;
  - Previous District Court clerk, administrative, or related position providing knowledge of court processes and policies preferred;
  - Familiarity with typical organization and processes of Michigan county/city information technology departments preferred;

ABILITY

- Communicate effectively, both verbally and in writing;
- Facilitate working meetings, elicit and solicit information, and absorb the information being communicated; facilitate a shared understanding of the problem, possible solutions, and scope of the project in its entirety; facilitate solutions to technical challenges among multiple teams when they involve negotiation between multiple business and technical stakeholders;
- Evaluate multiple options before facilitating the solution to a problem;
- Apply critical thinking skills to determine the appropriateness of requests, with periodic reviews of business procedures to clarify or change a business process. Use the knowledge gained in the daily operational procedures as input to business process and procedure documentation;
- Prioritize across multiple tasks in a fast paced environment;
- Work independently and manage time effectively to meet deadlines.

WORK LOCATION: Hall of Justice, Lansing, Michigan. Work is typically completed within an office environment and may require long periods of sitting and talking on the telephone or other communication devices.

TO APPLY: Please e-mail your cover letter and resume in Word or Adobe.pdf format to jobapps@courts.mi.gov and include “Service Desk Agent” in the subject line. If you are unable to apply via email, please contact Judicial Human Resources for assistance (517) 373-1147.

APPLICANT DEADLINE: OPEN UNTIL FILLED

AN EQUAL OPPORTUNITY EMPLOYER