|  |  |  |  |
| --- | --- | --- | --- |
| Job Title: | Desktop Support Technician | Job ID: | 10691212 |
| Department/Group: | CO OIT | Position Type: | Contract |
| Duration : | 07/01/2025 - 06/30/2026 | Date Posted: | 06/10/2025 |
| Expenses Allowed : | No | Posting Expires: | 06/12/2025 |
| **Location :** | Remote**Address** Candidate Must Be Local | **Quantity Requested :** | 1 |
| **Additional Location Details (City, State):** | Remotely anywhere in the state of Colorado as long as the candidate has access to consistent WiFi connection | Send Resumes to : | resumes@taurusbiz.com |
| **Level/Salary Range :** | $35/hr on C2C |  |  |
| **Schedule:** |
| **Days**Monday Yes Tuesday Yes Wednesday Yes Thursday Yes Friday Yes Saturday No Sunday No**Hours/Day**8**Time Zone**MST**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_****Shifts Start Time End Time Description Active**Shift 1 9:00 AM 6:00 PM Yes\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Description**The my Colorado Customer Support work unit is responsible for providing support to assist in the delivery of government information technology services to Coloradans. The work unit provides Tier I and II support for state government digital services and acts as a liaison for identifying and escalating bugs, issues and/or security breaches. This position provides Tier I and II technical support and customer assistance for the myColorado mobile application and the my-Colorado Portal including analyzing, reproducing, reporting, and resolving problems in both iOS and Android mobile operating systems. In addition, this position will provide customer education and assistance with installation of the my-Colorado app on supported devices following defined procedures, processes, and methods. In this role, the service desk specialist will obtain customer and device information, detail the reported issue clearly including any relevant information and troubleshooting methods attempted, to create tickets within the ticketing system. **Tier I and II Customer Support job description*** Provide Tier I and II support for a wide range of enterprise and agency IT service offerings.
* Effectively and efficiently resolves incoming Tier I and II support tickets through preferred channels, and escalates for support when necessary.
* Abide by Service Level Commitments and OIT and agency policies.
* Use documented processes and procedures to assist during service outages (emergency and planned). Provide outage status updates when prompted by users.
* Ensure that all tickets opened related to the outage are appended to the parent ticket in the ticket management system.
* Effectively communicates situational data to peers and partners as defined by OIT and agency policy.
* Provide customer service skills; oral or typed communication to provide ticket status information to end users upon request by querying the ticket management system.
* Written communication to document issues and steps taken to resolve incidents.
* Share information and ideas, communicate constructively about issues, and help to build a culture of teamwork.
* Answer customer questions related to myColorado policy and procedures.
* Responds to accessibility accommodation requests in a timely manner, escalating to the Technology Accessibility Program (TAP) team, when needed.
* Examples of regular, ongoing decisions made by this position related to this duty:
* Perform prescribed processes to troubleshoot and resolve login, user profile, connectivity or software issues. Determine potential root cause, what app components may be involved, and how to test these components to isolate the cause of the issue.
* Decide what steps to take to resolve the issue that may include updating or reinstalling software, changing settings, updating profiles, or escalating novel or new issues to team leadership.
* Always provide a friendly atmosphere to the work unit, even when frustrated with the workload or decisions.
* Examples of typical issues or challenges encountered by this position, and the guidance used to resolve the issue:
* A user cannot log into the my-Colorado app. This could be the result of an incorrect username or password that needs to be reset.
* Determine business impact, and overall severity of ticket.
* Effectively documenting the details of the situation.
* Challenges could be related to upset customers. Be the first point of contact, and the “face” of my Colorado. my Colorado Customer Support is often the recipient of complaints.
* The incumbent will need to keep a positive attitude and work with the end user to assure them their issue will be resolved in a timely manner.

**Ticketing System Duty Description:** * Ensure all chats and calls are correctly recorded, classified and assigned the priority, urgency and resources.
* Serve as the initial customer single point of contact for the organization.
* Monitor the ticket status and provide updates to the supervisor when service level agreement is not met.
* Examples of regular, ongoing decisions made by this position related to this duty:
* Work with my-Colorado App users to identify the root cause of the issue, what app component may be involved, and educate, resolve or escalate the user ticket as needed.
* Work with the leadership team to escalate user tickets after following the troubleshooting steps if not resolved.
* Examples of typical problems or challenges encountered by this position, and the guidance used to resolve the problem:
* The challenge of the ticketing system is to make sure Service Desk Specialists are logging details for each call or chat within tickets and internal notes, to ensure users receive timely communications with resolutions as well as for escalation and research when required.

**Organizational Commitment Duty Description:** * Participate in team meetings, work sessions, and organizational improvement activities.
* Share information and ideas, communicate constructively about issues, and help to build a teamwork culture.
* Read technical books or articles; attend classes, seminars and forums; and participate in educational
* events to stay abreast of appropriate new technologies.
* Share new information with other team members.
* Examples of regular, ongoing decisions made by this position related to this duty:
* Work as a team player to identify information from meetings, training, etc to provide to the team during regular staff meetings.
* Examples of typical issues or challenges encountered by this position, and the guidance used to resolve the issue:
* During a chat with a frustrated customer reporting problems logging in, the user may not realize the root cause is that their user profile information on file is outdated. Customer Service skills are employed to de-escalate and empathize while obtaining new information to be provisioned to the user account to assist the user with logging in.

**Other Duties as Assigned:** Take on additional duties as they arise to fulfill the OIT mission and goals |
|  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Reviewed By:** | Lisa G | **Date:** | 06/10/2025 |
| **Approved By:** | Ram S | **Date:** | 06/10/2025 |
| **Last Updated By:** | Lisa G | **Date/Time:** | 06/10/2025 |