1 help desk standard operating procedures (sop) essay

1Help Desk Standard Operating Procedures (SOP) The purpose for this document is to describe the procedures and standards of performance associated with the Turnpike Traffic Operations Help Desk section. 1. 1Current Operations Help Desk operations is a function of the Traffic Operations network team.

The Help Desk specialist is responsible for maintaining a database with current status of all trouble calls. 1. 2General Duty Description ? Provide telephone and desk-side support for all software programs and applications supported by the Florida's Turnpike Enterprise. Log all calls and incidents into the help desk tracking database. ? Prioritize, analyze, route and resolve problems in a timely manner. ? Handles end user requests for hardware and software support communicating via -telephone, Web, e-mail, and/or in person.

? Creates and oversees the knowledge deployment process, including gathering source information for the knowledge base and interviewing knowledge holders. 1. 3Level of Service ? Provides support during the designated operational shift hours and offers on-call and after-hours support. Utilize a logical and structured approach to troubleshooting and decision making with an emphasis on superior customer service.

? Coordinates the solution of system errors with the implementation team and internal and external technicians. ? Escalate unresolved calls to the lead technician or the helpdesk manager. ? Follow-up with IT staff and end-users on open customer service requests and unresolved issues. ? Close and document all calls in a timely fashion.

? Provide one on one training when needed and offers basic user education related to the use. 1. 4Reports and Statistics Tracks issues and trends and presents reports on a monthly basis. ? Reports trends to the project team; performs other duties as assigned. ? Maintain accurate documentation of systems, utilizing tools like MS Visio and Change Management and Outage reporting system.

? Provides and maintain current technical documentation of designs, topology and procedures. ? Work on special projects and assignments as needed. The ideal candidate will be passionate about technology and will want to learn and grow within the environment. Provides a proactive approach to customer service issues;