



7833 WALKER DRIVE, SUITE 630,
GREENBELT, MD 20770

Job No.: WS-2010-1003
Position Title: HELP DESK TECHNICIAN
Announcement Date: April 26, 2010

Wright Solutions, Inc. will be providing voting system support for the 2010 Maryland State Board of Elections. The State of Maryland has a uniform statewide voting system comprised of a Direct Recording Electronic (DRE) Touch Screen (TS) voting system for voting at polling places as well as a central-count Optical Scan (OS) voting system for absentee and provisional voting.

Position Title:	Help Desk Technician	Travel Required:	Yes
Project/Class:	State Board of Elections	Location(s):	Statewide
Will Train Applicant(s):	Training Class provided		
Position Summary			
The Help Desk Technician provides election support assistance on voting equipment and electronic pollbook systems to Maryland Local Boards of Election during Early Voting and on Election Day. Answers incoming calls, troubleshoots problems, provides solution or appropriate referrals and fully documents incidents.			
Education			
A high school diploma with a year or more of college level course work preferred. In addition, certification or other proof of training in the electronics / information technology field is highly desirable.			
Experience			
The Help Desk Technician shall have at least 2 years of experience in information systems with experience in providing end-user phone support of computers in a networked environment. It is very desirable for the individual to have experience with election services.			
Required Skills			
<ol style="list-style-type: none"> 1. Excellent written and oral communication skills 2. Excellent organizational and reporting skills 3. Customer service orientation with good problem analysis and problem solving skills 4. Minimum two years in IT, electronics or the election industry 5. Good working knowledge of PCs, TCIP, LAN and modems 6. Must be able to follow instructions 7. Must be able to work overtime 8. Must be able to attend all training required, some may be on weekends 			

Wright Solutions Inc.

Job Description: Help Desk Technician

9. Must be able to sit for prolonged periods of time in front of a computer and be stress tolerant

Essential Function(s)

The Help Desk Technician has the primary responsibility of:

- Provide telephone support to Election Field Support Technicians, Election Judges and LBE Staff on Voting equipment and Electronic Pollbook systems
- Provide assistance with election morning opening procedures and evening closing procedures
- Identifies, diagnoses, and resolves problems for callers
- Researches technical manuals and election procedures to solve issues
- Coordinates referral or escalation of unsolved problems with Help Desk Supervisor or equipment vendor when necessary
- Provide required incident documentation

Administrative and Operating Procedures

You will observe the following operating and administrative protocols:

- Refrain from discussions of substantive project policy with SBE, LBEs, other election officials, or the media without approval of the project manager or project management office
- Attend training class before the election, perform essential function(s) on election day and present reports and timesheet as required

Dress Code

- The dress code is Business Attire:
- MEN: Blazers, suits, or sport coats (when appropriate for meetings outside the office), Dress slacks, Ties, Dress shirts with Buttons and collars, Dress shoes
- WOMEN: Dresses, Skirts, Dress slacks Blouses, Dress shoes, Sweaters