

PERSONNEL COMMITTEE

12-0093R

RESOLUTION APPROVING PROPOSED SPECIFICATIONS FOR THE CIVIL SERVICE CLASSIFICATION OF HELP DESK TECHNICIAN, AND SPECIFYING CONTRACT BENEFITS FOR SAME.

CITY PROPOSAL:

RESOLVED, that the proposed specifications for the new civil service classification of help desk technician, which were approved by the civil service board on February 7, 2012, and which are filed with the city clerk as Public Document No. \_\_\_\_\_, are approved; that said classification shall be subject to the city's collective bargaining agreement with its basic unit employees; and that pay range for said classification shall be Range 129. The proper city officials are authorized to execute and implement an agreement with the union to provide for employing one or more unit members consistent with this resolution.

Approved:



Department Director

Approved for presentation to council:



Chief Administrative Officer

Approved as to form:



Attorney

Approved:



Auditor

HR MS:ao 2/16/2012

STATEMENT OF PURPOSE: The city's MIS department does not currently have an effective process for the intake, documentation, and tracking of support requests. The users of computers, business applications, and related equipment can be better served by a position dedicated to receiving support requests, resulting in a more timely resolution to those issues. This new classification

will receive support requests and will have specific IT/MIS related training, allowing for support requests to be resolved immediately over the phone or remotely. The pay range negotiated for the classification is Range 129, \$3,295 to \$3,884 per month.

## Help Desk Technician

### Summary/Purpose

Under general supervision and guidance, the Help Desk Technician is responsible for providing first level support to end users in order to ensure operational tasks can be completed. Primary responsibilities will include receiving, prioritizing, documenting, and actively resolving end user help requests. The Help Desk Technician will help to resolve technical issues to City PC's and related equipment as well as computer hardware, software, infrastructure and telecommunications equipment using diagnostic and help request tracking tools. Support will be primarily provided over the phone but may require site visits to the end user's work station.

### ESSENTIAL DUTIES AND RESPONSIBILITIES (Other duties may be assigned)

1. Function as the first point of contact for incoming (primarily by phone and email) support requests.
2. Provide a resolution to a wide variety of common computer related issues.
3. Utilize appropriate resources such as software updates, drivers, knowledge bases, and FAQ's to assist in resolving support requests. May require researching solutions to support requests.
4. Ensure requests are properly documented, to include the name, department, contact information, and the nature of the problem or issue.
5. Troubleshoot computer hardware, software and infrastructure issues by applying appropriate diagnostic tools and procedures.
6. Record, track, and document the process for each help desk request, including successful and unsuccessful resolutions.
7. Refer issues to higher level support as appropriate.
8. Evaluate documented resolutions and analyze trends in order to provide for more effective support.
9. Assist in ordering, exchanging, and upgrading City owned Cellular devices and other IT related equipment.
10. Set up new desktop stations as well as installing applicable software and hardware and configuring systems and applications.
11. Perform preventative maintenance, system checks, and cleaning of workstations, printers, and peripherals.
12. Follow-up support resolutions to ensure issues have been appropriately resolved.
13. Develop and maintain help sheets, FAQ's, and other resources to assist end users in the use of computer related equipment.
14. Set up laptops, projectors, and other related equipment for meetings and presentations.

### Job Requirements

To perform this job successfully and individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements:
  - A. Two-year degree in an IT related field. OR
  - B. Desktop support work experience equivalent to 1 year full-time.
2. Knowledge Requirements:
  - A. Fundamental understanding of common MIS and computer related issues.
  - B. Knowledge of computer hardware, PC's, monitors, and printers and how they operate.
  - C. Knowledge of Window desktop operating systems.

- D. Knowledge of City used business applications and specialized hardware that is used by City operations.
- E. Knowledge of computer problem diagnostic tools and procedures.
- F. Basic knowledge of networking and data communications.
- G. Knowledge of documentation procedures and practices.

3. Skill Requirements:

- A. Skilled in troubleshooting common issues and problems in computers and related equipment.
- B. Skill in understanding and communicating technical information logically over the phone.
- C. Skill in documenting support requests and resolutions.
- D. Skill in researching solutions complex support requests.
- E. Exceptional oral and written communication skills.
- F. Exceptional interpersonal skills with a focus on rapport-building, listening, and questioning skills.
- G. Exceptional organizational skills.
- H. Attention to detail.

4. Abilities Requirements:

- A. Ability to understand the organization's goals and objectives.
- B. Ability to conduct research on a wide-variety of computer related issues.
- C. Ability to absorb and retain information.
- D. Ability to establish and maintain effective working relationships with supervisors, end-users, co-workers, and other staff.
- E. Ability to manage multiple demands and requests.
- F. Ability to analyze issues and solve computer related problems.
- G. Ability to prioritize support requests.
- H. Ability to present technical information in a variety of ways that is appropriate for the individual end-user.
- I. Ability to effectively collaborate with co-workers.

5. Physical Abilities Requirements:

- A. Ability to install computer equipment in a variety of work station locations.
- B. Ability to lift and carry supplies and equipment weighing up to 35 pounds.
- C. Ability to operate a computer monitor, keyboard, mouse, and telephone at the same time.
- D. Ability to sit for an extended period of time.
- E. Ability to attend work on a regular basis.

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| Anlst: MS | Class: | Union: Basic | Pay: 129 | CSB: 20120207 |
| CC:       | Res:   | EEOC:        | EEOF:    | WC:           |