

CITY OF GLENDALE

TITLE:	Help Desk Support Specialist	CLASS CODE:	271IS
REPORTS TO:	Information Technology Manager	GRADE:	24
DEPARTMENT:	Information Technology	FLSA:	N
JOB DESCRIPTION DATE: February 6, 2008 db			

JOB SUMMARY

Under general supervision, provides support to end users for Phone, Cell Phones, PC hardware and software and network applications and hardware. May interact with Information Technology Helpdesk, Network, Server, Application, PeopleSoft and Telephony staff to restore service and/or identify and correct core problems. Simulates or recreates user problems to resolve operating difficulties. Recommend changes to reduce problems and issues. Refers more complex problems to senior staff and follows up until resolution.

ESSENTIAL FUNCTIONS

1. Provides first and second level technical, telephone, Cell Phone, PC computer or laptop hardware, software and server application support via the Helpdesk phone support line, Web interface support system and at the user's desk.
2. Interfaces with Information Technology Helpdesk, Network, Server, Application, PeopleSoft and Telephony staff to restore service and/or identify and correct core problems.
3. Assists in scheduling and coordinating Helpdesk activities and staff.
4. Elevates problems to senior staff and follows up until resolution.
5. Plans, leads and manages hardware, software and application project rollouts.
6. Develops complex written troubleshooting, installation and configuration procedures.
7. Identifies improvement opportunities. Examples include but not limited to tools, processes, procedures, installation, configuration and troubleshooting techniques.
8. Physically lift 50 pounds to waist height, install computer equipment in physical location
9. Provide on call support during non business hours.
10. Maintains a high level of current knowledge regarding systems, technology, and communications.

SECONDARY FUNCTIONS

11. Performs other duties as assigned.

KNOWLEDGE, SKILLS, ABILITIES

Knowledge of:

Personal computer hardware and software, server computer hardware and software, local area networks, wide area networks and networked applications and telephony systems operations and cabling, including messaging

Specific technologies include Windows 2000 and XP, Ethernet, TCP/IP, Cisco, Nortel, Cat 5 wiring, miscellaneous computer cabling and other technology that may apply

Vendor software applications necessary to support daily operations

Project management

Data center management

Network and telephony design and installation

Current industry trends and best practices

Ability to:

Work effectively with users, technical personnel and consultants to achieve stated objectives
Install, configure and support a variety of telephony hardware, computer hardware and software including but not limited to desktop and laptop operating systems, hardware, software, printers, multi use devices, and other computer hardware and software
Communicate effectively both verbally and in writing
Continually learn and demonstrate new skills via hands on training, classroom training and self-study learning methods

WORKING CONDITIONS

Office and work bench setting. May be required to drive to other locations and perform on site repairs and upgrades.

MINIMUM QUALIFICATIONS

Associate's degree in personal computer technology, computer science or related field and three years experience providing desktop operating system, hardware, software and server hardware and software support. A+ certification and one or more industry recognized desktop, operating system or infrastructure certifications. Example certifications include but not limited to Net+, Microsoft, and Cisco.

Any equivalent combination of training and experience that provides the required knowledge, skills, and abilities, is qualifying.

SPECIAL REQUIREMENTS

Valid Arizona driver's license
Ability to work shifts, weekends and holidays