

CITY OF SPOKANE VALLEY POSITION DESCRIPTION

Class Title: Help Desk Technician
Department: Finance
Division: Information Technology
Date: November 25, 2013

Job Code Number: 416
Grade Number: 12
FLSA Status: Non Exempt
Location: Varied

GENERAL PURPOSE

The Help Desk Technician demonstrates excellent customer service to City employees providing support and technical assistance in installing, configuring, and maintaining computer equipment and software. This position diagnoses and troubleshoots network hardware and software problems and then determines the appropriate actions to resolve them. This position provides instructional guidance to system users and serves as a contact for the organization's Information Services Help Desk. Working with the IT Manager and vendors, the incumbent in this position attempts to ensure the proper technical performance of all related applications throughout the organization.

SUPERVISION RECEIVED:

Works under the general supervision of the Finance Director

SUPERVISION EXERCISED

None.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Monitor inquiries submitted to the Information Service Help Desk and provide assistance for problems related to computer services and/or equipment.

Troubleshoot desktop hardware and software-related problems.

Provide a variety of hardware repair functions. Diagnose, repair and/or replace computer memory, hard drives, video cards, network adapters, floppy drives and printers. Set-up, locate and relocate personal computers, printers and other hardware.

Install software to initialize personal computers and provide regular software and hardware updates. Install and set-up new computers as needed. Effectively follow procedures for software installation and setup of network-related software and hardware.

Maintain inventory logs and tracking of computer systems and related software and peripheral devices to insure strict adherence to all applicable copyright laws and licensing agreements.

Assist in periodic system maintenance, including, but not limited to, ensuring appropriate system backup, security auditing, disk space management and monitoring LAN performance.

Perform preventive maintenance on desktop computer systems and peripheral devices.

PERIPHERAL DUTIES

Set-up and reconfiguration of employee workstations

May Serve on a variety of employee committees as assigned.

May work evenings and on weekends.

Other duties as assigned.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- A. High school diploma or GED equivalent; and
- B. One year experience working in a helpdesk/computer support role in a professional business environment composed of at least 50 workstations. An equivalent combination of education and experience may be considered.

Necessary Knowledge, Skills and Abilities:

- A. Knowledge and proficiency in network operations with an operational use of Microsoft Word, Excel, PowerPoint, Access and Outlook. Knowledge of the intricacies of computer hardware and software.
- B. Skill to effectively diagnose and troubleshoot problems related to computer hardware and software,
- C. Ability to develop and maintain effective working relationships, Ability to handle multiple projects and requests for assistance in an organized manner with limited supervision. Ability to physically perform essential job functions. Ability to maintain confidentiality of sensitive materials and information. Ability to research and analyze issues and procedures. Ability to prepare well-reasoned recommendations for supervisor review. Ability to communicate effectively, both orally and in writing. Ability to use various types of standard office equipment.
- D. A key value of the City is customer service. This position requires considerable knowledge, ability and skill in the principles and practices of excellent customer service as practiced in both the private and public sectors. It requires the ability to

effectively meet and deal with the public; the ability to handle stressful situations; the ability to greet and respond to customers in a friendly, pleasant and professional manner using appropriate inflection, grammar and syntax; the ability to establish and maintain effective working relationships with employees, supervisors, and the general public; the ability to maintain a professional, courteous, and pleasant demeanor in difficult and stressful situations; and the ability to diplomatically deal with difficult people. A willingness to expend extra effort to help the public find answers or information relative to their inquiry or complaint is expected.

SPECIAL REQUIREMENTS

Valid Washington Driver's License

TOOLS AND EQUIPMENT USED

Personal computer, printer, server, copy machine, fax machine, hand tools and various diagnostic tools such as ETHERNET, NCP, and TSM, data scopes and breakout boxes.
Phone switchboard; mainframe computer terminal.

PHYSICAL DEMANDS

The physical requirements listed in this section include, but are not limited, to the motor/physical abilities and skills required of this position in order to successfully undertake the essential duties and responsibilities of the position. In accordance with the Americans with Disabilities Act (ADA), reasonable accommodations may be made to help individuals with disabilities to undertake the essential duties and responsibilities of the position.

While undertaking the essential duties and responsibilities of the position, the employee must repeatedly sit, speak, hear, listen and detect sounds, and use arms and hands to grip, hold, reach, or manipulate the listed tools and equipment. Some work is performed under desks and periodic kneeling, bending, crawling, lying, walking and climbing ladders are required.

The employee must periodically lift and/or move up to 40 pounds. The employee must be able to differentiate colors and see small objects at close range.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed mostly in office settings. The noise level in the work environment may at times be moderately noisy.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approval: _____
Human Resources Manager

Approval: _____
City Manager

Effective Date: January 1, 2014

Revision History: Established January 1, 2014