

City of Fort Worth, Texas Job Description

Classification Title	IT Services Specialist		
Job Code:	TC5280	Job Family:	Technical/Para-Professional
Pay Grade	509	Date Reviewed:	07/18/2015
FLSA Status	Nonexempt	Date Revised:	10/12/2019

GENERAL SUMMARY

Provides a variety of customer service and administrative functions regarding customer purchases for computer systems; receives and updates incident requests; resolves customer issues with work orders; etc. for assigned division within the IT Department.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

When assigned to IT Finance:

1. Purchases and manages all of the City's hardware and software upgrades based on a three to four year schedule.
2. Receives, verifies, processes and pays invoices related to hardware and software orders.
3. Coordinates with desktop group on customer hardware needs, technical issues, problems with equipment, storage of computers and disposition of end of life computers.
4. Provides general customer service phone support for billing and information in operating, using and maintaining cellular phones and applications.
5. Maintains hard copy, electronic, and Laserfiche filing systems with pertinent documentation related to computer purchases.
6. Generates custom reports for internal customers regarding hardware locations and users.
7. Researches and analyzes issues related to purchases, vendors, deliveries, payments and returns.
8. Communicates with vendors regarding invoice and delivery issues, incomplete purchases, duplicate items, missing components, etc.
9. Performs other related duties as required.
10. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

When assigned to Desktop Deployment Services:

1. Provides first level support for technicians, over the phone and through email, and chat. Receives incoming customer requests for incident problem and requests, application, software, and hardware, support utilizing IT Service Management to dispatch cases/trouble tickets to appropriate work groups via an electronic ticketing system.
2. Creates, maintains and updates work group dispatch board. Receives updates from field staff performs closures of tickets, creates and schedules individual or workgroup.
3. Identifies opportunities for improving service methods and procedures, identifies resource needs, and reviews with appropriate management staff.
4. Contacts customer and schedules case work; obtains further documentation to supplement initial case work. Updates service management system to reflect correct location endpoint information any access requirements.
5. Determines requestor's eligibility for requested program or service within established guidelines for specific requests; notifies assigned technician and relays appropriate information via service management system.
6. Performs daily tasks to update documents, calendars and lists.
7. Performs a variety of general clerical functions, which include maintaining and updating complex filing systems; processing forms, reports and various electronic requests; preparing general correspondence; researching files and records; update documents, calendars and lists; etc.
8. Performs other related duties as required.
9. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**

- Principles and practices of technology.
- Purchasing Policies, Procedures, Regulations.
- City Fiscal Policies.
- Buyspeed Online and Asset Management system.
- Discovery and Frontrange software and databases.
- City of Fort Worth Financial Reporting System (CFIN).
- Service Management tool (ITSM).
- Computer and cellular operating systems.
- Communications.
- Vendor websites.
- Technology terms.
- Microsoft Office products.

- **Skill in:**

- Multi-tasking.
- Problem-solving.
- Prioritizations and organization.
- Research and analyze.
- Customer Service.
- Project management.
- **Ability to:**
 - Research and evaluate invoices.
 - Work in fast paced environment.
 - Analyze problems and identify solutions.
 - Generate reports for internal customers.
 - Establish and maintain effective working.
 - Manage procurement projects.
 - Resolve billing disputes.
 - Communicate effectively with client departments, PC users and vendors.
 - Prepare clear and concise reports.
 - Operate office machines such as copies, adding machines, scanners.
 - Utilize Laserfiche for data recovery and research.

MINIMUM JOB REQUIREMENTS

High school diploma/GED and two years of customer service experience and/or administrative experience, in a computer science or information technology background or related field.

OTHER REQUIREMENTS

None.

WORKING CONDITIONS

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.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, walking and repetitive motions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Light Work – Depending on assignment, positions in this class typically exert up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and/or a negligible amount of force constantly having to move objects. If the use of arm and/or leg controls

requires exertion of forces greater than that for the Sedentary Work category and the worker sits most of the time, the job is rated Light Work.