

## City of Fort Worth, Texas Job Description

<b>Classification Title</b>	Senior IT Help Desk Technician		
<b>Job Code:</b>	TC5470	<b>Job Family:</b>	Technical/Para-Professional
<b>Pay Grade</b>	509	<b>Date Created:</b>	08/22/15
<b>FLSA Status</b>	Nonexempt	<b>Date Revised:</b>	

### GENERAL SUMMARY

Provides technical support for City end users via phone and email. Troubleshoots technical IT issues, installs/removes software, performs account management across multiple systems, and provides prompt friendly customer service. Receives escalations from helpdesk team members; teaches, coaches and mentors helpdesk team members; and acts as a point of escalation when the helpdesk manager is unavailable.

### 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.*

1. Provides second level technical support for end users via phone and email.
2. Receives incoming customer requests for application, software, hardware and telephone support. Utilizes case management to dispatch cases/trouble tickets to appropriate departments via an electronic ticketing system.
3. Creates, edits, tests and posts articles for the Help Desk support team. Creates how-to videos using specialized software in order to train and teach the customer base new and emerging technology/applications. Supports IT technical efforts and initiatives to improve end user computing experience.
4. Provides on-site and remote technical training assistance in support of IT initiatives and projects as needed.
5. Provides user support by creating, maintaining and troubleshooting network (Active Directory based) user and resetting passwords on multiple systems for numerous applications.
6. Receives technical and customer service escalations from Helpdesk team members. Has ability to escalate and grant privileges to others to escalate to third level service support for specialized technical assistance.
7. Teaches, coaches and mentors helpdesk team members on customer service and technical issues.
8. Acts as a point of escalation/contact for the helpdesk when the helpdesk manager is unavailable.
9. Maintains statistics and activity reports.

10. Performs customer service follow-up.
11. Writes and updates operational procedures for various functions.
12. Oversees special projects.
13. Performs other duties as required.
14. 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:**
  - Responsibilities, experience, and skills of an IT Help Desk Technician.
  - Computer hardware, software, systems and peripherals.
  - Principles and processes of data processing, programming, and scripting.
  - Designing rapid solutions to problems.
  - Electronic storage and record handling techniques.
  - Various software tools and applications.
  - City and departmental rules, regulations and procedures.
  - Research methods.
  - Program analysis and report preparations.
- **Skill in:**
  - Customer service.
  - Planning and prioritizing.
  - Observation and decision-making.
  - Organization and time management.
  - Making sound decisions.
  - Operating assigned equipment.
  - Emotional awareness and conflict resolution.
  - Mentoring and coaching.
  - Building and repairing trust.
- **Ability to:**
  - Communicate clearly and effectively, both orally and in writing, with both technical and non-technical customers.
  - Analyze problems and identify solutions.
  - Establish and maintain effective working relationships.
  - Solve computer problems and difficulties.
  - Monitor computer systems.
  - Interpret multiple sets of information to draw accurate conclusions.
  - Read and understand technical manuals.
  - Prepare clear and concise reports.

## **MINIMUM JOB REQUIREMENTS**

High school diploma/GED and four years of experience in a computer help desk environment solving user problems in Windows operating systems, LAN/WAN, or MS Office Suite, internet browsers, end-point security, Active Directory account management, permissions management, and mobile devices.

## **OTHER REQUIREMENTS**

Valid Texas Driver's License.

Possession of A+ certification, or ability to obtain within 60 days of hire.

Possession of Microsoft Office User Specialist (MOUS) certification, or ability to obtain within 60 days of hire.

## **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, stooping, kneeling, crouching, reaching, 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.*

Sedentary Work – Depending on assignment, positions in this class typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.