IT Analyst – Technology Services Help Desk

DEPARTMENT/DIVISION: Support Services/Technology Services

GRADE: N/A

GROUP: Non-Represented-Confidential/Part-Time – No Benefits

FLSA STATUS: Non-Exempt   **EFFECTIVE DATE**: February 2018

SUMMARY

Under the general direction of the Technology Services/Human Resources Manager, this position performs a variety of technology support functions and works directly with internal customers by answering calls or responding to emails sent to the Technology Services Help Desk.

EXAMPLE OF DUTIES

- Duties may include, but are not limited to, the following:

- Provide friendly and professional technical assistance to system users in accordance with applicable Technology Services policies, procedures, methods and techniques.

- Install and maintain computer systems hardware and software; configure and deploy end user workstations; reset user passwords; grant or revoke system access.

- Provide support to local area networks; troubleshoot network problems; coordinate maintenance and repair with Technology Services or vendor staff.

- Support the City's telecommunication services including voice, data, and cellular systems; coordinate activities with Technology Services or vendor staff.

- Assist in user training, education, and problem-solving sessions; counsel users on programs and services; develop and update system and process documentation including user manuals.

- Stay abreast of new trends and innovations in the field of Information Technology; evaluate new software and hardware and recommend changes as needed.

- Other duties as assigned.

SUPERVISORY RESPONSIBILITIES

This is a non-supervisory position.

QUALIFICATION REQUIREMENTS

Education and/or experience:
Completion of at least sophomore year in college, majoring in Management Information Systems (MIS), Computer Science, Network Administration, Telecommunications, or related field. Proficient in Microsoft Office 2013 and 2016; Microsoft Windows 7/10. Basic knowledge of computer networks (TCP/IP, DHCP, DNS) and Wi-Fi.

Desired:
Bachelor of Science (B.S.) degree from an accredited college or university in Management Information Systems (MIS), Computer Science, or related field and at least one (1) year of related work experience.

LICENSE/CERTIFICATIONS

Valid Oregon Driver's License.

PRE-EMPLOYMENT

Job offers for this position are contingent on the individual passing a pre-employment drug screen and criminal background investigation.

KNOWLEDGE, SKILLS AND ABILITIES

The requirements listed below are representative of the knowledge, skills and/or abilities required.

Knowledge of: Computer hardware and software applications, networking essentials and peripheral equipment; desktop operating system imaging techniques and practices; standards and practices of developing end-user documentation; practices and methodologies for providing effective customer service

Skill in: Identifying and implementing the resolution for software and hardware issues; developing relationships with personnel that foster a positive working relationship; establishing effective controls and security measures; organizing and prioritizing a variety of projects and tasks in an effective and timely manner.

Ability to: Analyze situations methodically and accurately to develop an effective course of action; organize facts and present recommendations in a clear, concise, and logical manner; configure, maintain, and deploy user workstations, printers, and/or related hardware and software; assist in resolving computer system malfunctions and operational problems; provide desk side support for local users and communicate technical information to non-technical personnel; provide technical training and guidance to end users; communicate effectively both

verbally and in writing; establish and maintain effective working relationships.

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.

While performing the duties of this job, the employee is regularly required to sit, talk or listen. The employee is frequently required to stand, and walk; use hands to finger, handle, or operate tools, and operate standard office equipment; adjust vision for frequent reading and close up work; frequent listening and talking in person and on the phone; frequent decision making and concentration; frequent coworker contact. The employee is frequently required to reach with hands and arms; and stoop, kneel, and crouch.

The employee must regularly lift and/or move up to 25 pounds.

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.

While performing the duties of this job the employee is occasionally exposed to risk of electrical shock.

The work is performed in a well-lit, temperature controlled office environment. The noise level in the work environment is usually quiet to moderate.