PURPOSE OF THE CLASSIFICATION: Under general supervision provides routine first-tier technical support to end users with PC, phone, server or mainframe application problems, including activation of computer hardware and software applications and other related assigned duties.

ESSENTIAL TASKS:
- Provides technical support to end users via the telephone or from a remote location, serving as single point of contact (SPOC) for routine technology-related problems
- Identifies, evaluates, researches and resolves and/or refers technical computing hardware and software issues, network and other telecommunications systems issues, documenting, tracking and monitoring problems to ensure prioritization resolution
- Monitors, identifies and escalates critical problems and system outages requiring urgent attention
- Sets up end user access to low and medium security hardware systems and software applications
- Performs routine Service Desk incident management system software administration duties
- Manages trouble calls and work flows, utilizing monitoring applications to track and resolve problems with various remote control tools
- Documents problems, assignments, status and resolutions in Service Desk incident management system
- Assignment of requests, incidents or problems requiring second and third-tier support
- Acts as liaison between end users, technical support personnel and vendors for IT purchasing concerns, technical information, maintenance and repair service needs until problem resolved
- Utilizes and may revise written procedures and various documentation techniques
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:
Training and Experience: Must meet the following criteria or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 100:

1. (a) Graduation from high school or possession of a General Educational Development Certificate (GED); and,
   (b) Two (2) years’ experience relevant to the essential tasks list in this job description, computer troubleshooting preferred;

or,

2. (a) Graduation from high school or possession of a General Education Development (GED) certificate; and
   (b) One (1) years’ experience relevant to the essential tasks list in this job description; and,
   (c) Possession of a current industry accepted certification in one (1) of the following:
      1) CompTIA A+; or
      2) CompTIA IT Fundamentals: or
      3) CompTIA Network+; or
      4) and current Microsoft certification
Knowledge, Abilities and Skills:

Knowledge of:

- Good knowledge of network/computer operating systems and software applications
- Good knowledge of the methods and techniques used in troubleshooting desktop computer systems
- Some knowledge of the methods and techniques used in systems analysis and related maintenance procedures
- Some knowledge of PCs, LANs, peripheral equipment and applications

Ability to:

- Recognize, evaluate and solve system and software maintenance problems;
- Read and comprehend procedural specifications
- Express and handle oneself in a calm demeanor during chaotic situations; ability to articulate technical problems in layman terminology;
- Facilitate Information Technology training to staff and end users;
- Exercise discretion and professionalism in handling confidential information;
- Courteously and tactfully communicate with fellow workers, supervisors, other members of the organization and the public in giving and receiving information.

Skill in:

- Effective written communication, including problem documentation and solution documentation

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; occasional lifting and carrying up to 20 pounds; may be subject to walking, standing, sitting, reaching, bending, kneeling and handling; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates:

a) Possession of a valid class “D” Oklahoma Driver license.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting and may require some travel to various City locations to review systems.

EEO Code: N-03
Group: Clerical and Administrative
Series: Data Processing and Information Services