

CLASS TITLE: SYSTEMS TECHNICIAN I – SERVICE DESK

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 security hardware systems and software applications
- 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
- 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
- assignment of problems requiring second and third-tier support
- 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: Graduation from high school or possession of a General Educational Development Certificate (GED) and four (4) years of experience in technical support to computer users including one (1) year of computer support experience troubleshooting issues via the phone; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128. Candidates must have no felony arrests or convictions, nor a history of multiple misdemeanor arrests/convictions. In conformance with federal rules and legal mandates, candidates must undergo a background investigation, including fingerprints. Should the candidate be selected and accept conditional employment, failure to pass the background investigation will result in termination.

Knowledge, Abilities and Skills: Some knowledge of network/computer operating systems and software applications; some knowledge of the methods and techniques used in troubleshooting desktop computer systems; and some knowledge of host terminal systems. Ability to read and comprehend procedural specifications; some of data processing systems and equipment; and some knowledge of PCs, LANs, peripheral equipment and applications; ability to exercise discretion and professionalism in handling confidential information, and the ability to understand and influence the behavior of others within the organization, customers or the public in order to achieve job objectives and cause action or understanding. Applicant must possess skill in the operation of a computer.

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; frequent lifting up to 20 pounds with occasional lifting up to 60; frequent carrying up to 50 pounds; occasional pushing and pulling up to 60 pounds; may be subject to extended periods of walking, sitting, reaching, bending, kneeling, handling, climbing, smelling, and twisting; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Operator's License.

WORKING ENVIRONMENT: Working environment is primarily indoors and occasionally outdoors and in inclement weather and requires some travel to various City locations to assist PC users.

Page 2 (continued from Systems Technician I – Service Desk)

Class Code: 3539

EEO Code: N-03

Pay Code: IT-23

Group: Clerical and Administration

Series: Data Processing and Information Services

Effective Date: November 23, 2015