



HELPDESK TECHNICIAN II

DEPARTMENT: TECHNOLOGY SERVICES

Grade 18

CHARACTERISTICS OF THE CLASS:

Under the general direction of the Manager of Technical Services, is responsible for general maintenance of computers and computer equipment and for the resolution of identified technical problems. The technician is expected to undertake general tasks which will promote seamless use of the IT infrastructure within the City's environment.

Responsibilities and Duties:

Software/ Hardware

- Installing, testing, and making software available to appropriate users
- Ensuring the anti-virus software is installed, properly configured, regularly updated and working properly on all PCs
- Track, prioritize and document requests using Track-IT
- Install, add, test, troubleshoot, repair, move, change-out, maintain and upgrade PC's, laptops, printers, and other peripherals.
- Diagnosing and troubleshooting hardware failures
- Repair and upgrade different types of computers (software and hardware)
- Liaising with external support agencies to resolve faults speedily
- Liaising with the designated personnel responsible for keeping the inventory
- Maintaining computer peripheral equipment e.g. printers, scanners, projectors and whiteboards
- Providing technical support by utilizing remote control and Windows administration tools.
- Effectively communicate all support aspects to all levels of personnel in a support driven customer oriented manner through the TSG Helpdesk.
- Networking understanding and troubleshooting ability
- Must be able to clear FDLE certification process and background check

NOTE: The examples of essential functions as listed in this classification specification are not necessarily descriptive of any one position in the class. The omission of an essential function of work does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

REQUIREMENTS

A. Training and Experience:

Bachelor's Degree from an accredited college or university in Computer Science or related field; supplemented by four (4) years of work experience with micro computing hardware and software; or an equivalent combination of training and experience. Experience should include the use of, and troubleshooting experience with Windows XP, Windows 7, MS Office 2007 and Higher (Excel, MS Word, Access and PowerPoint) and various industry related software. Microsoft Certified Desktop Support Technician Certification (MCDST) preferred, but not required.

B. Knowledge, Skills and Abilities:

- Troubleshoot access to files and folders.
- Troubleshoot connecting to local and network print devices.
- Troubleshoot system startup and user logon problems.
- Perform and troubleshoot installation of current Windows Operating Systems.
- Configure and troubleshoot hardware devices and drivers; storage devices; display devices and protocols.
- Knowledge of Virtual Desktop Environments (VM View and/or XenDesk).
- Knowledge of PC hardware and software systems (Lenovo and HP).
- Knowledge of Ticket Tracking Systems (Preferably Track-IT).
- Knowledge of networking and local area networking.
- Knowledge of current hardware and software trends in the industry.
- Ability to utilize strong analytical skills and problem solving methods.
- Ability to communicate effectively, orally and in writing and to write concise and clear reports.
- Ability to relate technical information to non-technical personnel.

Preferred Work experience:

- Four years of experience in an Information Technology environment.
- Three years of experience in direct PC support and troubleshooting role
- Experience organizing, prioritizing, and scheduling work assignments
- Experience as the manager of multiple projects of varying degrees of complexity

Preferred Education: Bachelor's degree in Computer Science or Information Technology field and equivalent training and certifications.

C. Physical Requirements: 4

D. Environmental Requirements: 1

E. Sensory Requirements: 2, 6, 7, 8, 9