



CITY OF ANN ARBOR, MICHIGAN
JOB DESCRIPTION

Help Desk Support Specialist

Job Code: 000900	
Service Area: Finance & Administrative	
Service Unit: Information Technology	
Salary Grade (Non-Union): 5	Pay Scale (Union): N/A CP: No
Exemption Status: Non-Exempt	
Accountable To: Service Delivery Manager	
Union/Non-Union: Non-Union	
Union Name: N/A	
Essential Driver: Yes	
Responsible for supervising the following positions: N/A	
Description Prepared By R. Gilbert 4/2016; updated 8/28/2019 HR Review – AW, AS 5/2016; AW, EAJ 8/28/2019 Legal Review – NN 8/28/2019	

Date Job Description Finalized

8/28/2019

Role Summary

Provides first line technical support to the City's Information Technology (IT) users. Responds to a variety of service requests including: troubleshooting of software, hardware and network issues; implements new hardware/software; documents procedures, problems and resolutions. Works on related IT projects.

Duties

Duties are performed under the direct supervision of the Service Delivery Manager or designee and may include the following:

Essential Duties

- Investigates, resolves and documents assigned issues reported to the IT Helpdesk; escalates and assists on issues needing input from other IT staff.
- Identifies and resolves client problems involving desktop applications, local and remote storage space allocation, network performance and operation, desktop configuration, and automated maintenance jobs and schedules.
- Logs and documents IT problems, including documenting issues and resolution activities in the Helpdesk software.
- Installs, moves and troubleshoots hardware including computers, printers, phones, faxes, cameras, etc.
- Reviews, researches and recommends hardware/software solutions to meet end user needs.
- Resets passwords in Active Directory and other application systems.
- Identifies and documents recurring and/or widespread problems/issues in the production IT environment; Develops and implements plans to resolve necessary fixes and changes in coordination with other IT staff and end users.
- Works on project teams.
- Reviews, develops and/or troubleshoots operating system and software deployment/maintenance scripts in conjunction with other IT staff.
- Recommends process controls to proactively address issues or improvement in production systems.
- Analyzes log files and recommends changes to improve processing and system utilization.
- Recognizes and identifies areas where existing policies and procedures may require change, or where new ones potentially need to be developed.
- Will be on-call with a cell phone on a rotating basis with other IT staff members.
- Provide on-site, off-hour support as required.

Related Work

- Performs related work as assigned.

Knowledge of: (position requirements at entry)

- Operating Systems (Windows XP/7/8/10, iOS, Android, etc.)
- Software applications (such as Microsoft Office Suite, Adobe Acrobat and other business apps) to support end users and perform daily job functions
- Basic knowledge of scripting languages/programming and analysis

- Basic knowledge of any following programming and scripting languages: ASP, HTML, VB, vb.Net, VBA, C#, PowerShell, etc.
- Use of Help Desk/Service Management software systems

Skills and Ability to: (position requirements at entry)

- Excellent troubleshooting, analytical and critical thinking skills
- Strong customer service skills and commitment to customer service
- Excellent oral and written communication skills
- Ability to balance priorities and work in multitasking environment
- Ability to work independently and as a team
- Ability to apply sound judgment under pressure
- Self-motivated and ability to demonstrate self-initiative
- Resourceful and analytical to solved complex problems
- Able to meet deadlines under pressure in a timely and accurate manner

Equipment

Computing equipment including desktop, laptop, servers, printers, and associated peripherals. Other miscellaneous office equipment including the fax machines, copiers, phones and cell phones.

Education, Training and Experience (position requirements at entry)

Required:

- Associate's degree in computer science, information technology or related field
- Professional experience in working with computers and applications: at least 1 year
- Knowledge of computer hardware, software and networks
- Have or be able to obtain Microsoft Certified Professional (MCP) certification within one (1) year of date-of-hire
- Have or be able to obtain Comp TIA A+ Certification within one (1) year of date-of-hire

Preferred:

- Bachelor's degree in computer science, information technology or related field
- At least two years of experience in working with computers and applications
- Microsoft Certified Solution Expert (MCSE) and/or Microsoft Specialist certification
- Knowledge and experience in computer programming/scripting

Licensing Requirements (position requirements at entry)

Valid MI Driver's License

Physical Requirements

Positions in this class typically require: stooping, kneeling, reaching, lifting, pushing, pulling, driving, grasping, talking, seeing, hearing and repetitive motions.

The ability to safely operate a motor vehicle, as incumbents will be required to travel throughout the City of Ann Arbor as necessary. Duties entail the ability to work at a computer keyboard for extended periods of time or extended periods of time troubleshooting over the telephone.

Operating standard office equipment requiring continuous or repetitive hand/arm movements.
Move and lift objects up to 30 pounds such as computers, printers and supplies.

The physical demands described here are representative of those that may be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties