**Desktop Support Specialist**

**Statement of Duties**

Provides primary customer service and frontline troubleshooting for all City departments' technology issues. Works under the supervision of the Deputy CIO, managing helpdesk tickets, resolving technical issues, escalating more complex issues to the next level of IT support when necessary, and providing a positive, professional interaction with City employees. Additionally, responsible for maintaining documentation related to helpdesk support and contributes to the development of knowledge base articles.

**Supervision**

Work is performed under the administrative and policy direction of the Deputy CIO. The incumbent is expected to solve problems independently when possible, knowing when to escalate issues appropriately. The Helpdesk Support Specialist has a key responsibility for ensuring an effective, user-friendly IT experience for all City staff.

**Job Environment**

Work is performed under typical office conditions. The position may require availability outside of normal business hours for critical system updates and issue resolution.

The incumbent's ability to perform work effectively significantly impacts the work performance of all City employees.

Access to sensitive data such as personnel records may be required to resolve specific issues.

Errors could result in delay or loss of service and legal repercussions.

**Essential Functions**

*The essential functions or duties listed below are intended only as an illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

* Handles incoming helpdesk tickets, email requests, and phone calls. Prioritizes and responds to requests in a timely manner.
* Provides first level contact and convey resolutions to user issues.
* Documents internal procedures, create and distributes helpful responses for common issues.
* Escalates unresolved issues to the next level of support personnel.
* Applies system updates, patches, and configuration changes as directed.
* Trains staff in the use of software and hardware systems.
* Works cooperatively with other IT staff to maintain overall system functionality.
* Participates in an on-call rotation for IT support.
* Other duties as assigned.

**Recommended Minimum Qualifications**

**Education and Experience**

* Associate degree in computer science or a closely related field
* 2 years of experience with computer networks, information systems, and desktop support services
* 2+ years of experience providing level 1 or above help desk support in IT operations or an equivalent combination of education and experience

**Knowledge, Ability and Skill**

A candidate for this position should have working knowledge of:

* Desktop operating systems, standard word processing, active directory, hardware and software deployment, and server products
* Helpdesk support systems
* Assisting customers via phone and live chat, email, social media and web form submissions

or be able to:

* Communicate effectively with others, orally and in writing
* Prioritize and execute tasks in a high-pressure environment
* Analyze and problem solve issues as they arise
* Interact in a professional and positive manner during difficult customer-service situations.

**Physical Requirements**

* Position requires the ability to operate computer keyboard and standard office equipment.
* Prolonged periods in a stationary position.
* Occasionally move about inside the office to access equipment
* Consistently position self to maintain office equipment and documents.
* Physical strength to move and push object up to 25lbs.
* Ability to communicate information and ideas so others will understand.
* Ability to observe items at a close range.

*This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirement of the job change.*