



DATE	January 2020
JOB CODE	SRSVDKTCH
FLSA	NON-EXEMPT
EEO	

JOB TITLE: Senior Service Desk Technician
 DEPARTMENT/DIVISION: Information Systems
 REPORTS TO: Support Services Manager

SUMMARY: Responsible for coordinating troubleshooting and diagnostics of the City’s technical and applications issues and problems that may occur. Responsible for managing the timely responses to customer requests/problems acquired through the Incident Management System. Also, responsible for serving in the capacity of an information systems analyst to examine and resolve technical problems concerning the installation and configuration of the desktop hardware and software.

ESSENTIAL JOB FUNCTIONS:

- May serve as a lead to lower level staff, which includes prioritizing and assigning work; training staff on work methods and procedures; and/or, performing other related activities.
- Keep management abreast of systems operational status and activities through periodic verbal and written status reports.
- Coordinate with customers and Department management in a methodical and professional manner to gather business requirements to enhance existing City systems.
- Provide technical leadership for establishing the best possible options for designing and deriving the best solutions based on sound analytical judgment, team input and the customers’ best interest.
- Participates in the management of ongoing projects through business meetings, briefings with Department management, and document creation, maintenance, and preparation.
- Research and customer problems to diagnose and resolve system problems.
- Oversee Incident Management System to assist in the evaluation of a call or self-service inquiries.
- Conduct trends analysis on problem equipment or software and determine necessary resource allocation for documented procedures.
- Resolve more complex issues requiring detailed systems and applications knowledge.
- Evaluate, create, and implement procedures and technical solutions to aid in problem-solving and deployments.
- Monitor problem resolution and follow-up to ensure satisfactory and timely completion.
- Prioritize calls and route calls to unit depending upon importance to City.
- Produce special request reports from Incident Management System and track requests in the system.
- Troubleshoot and resolve IT issues via phone, web, and in-person channels.
- Report on health of incidents using uptime and ticket-related performance metrics.
- Partner with IT and business personnel to discuss the impact of incidents on products and services.

- Implement and coordinate best practices within Support Services to improve efficiency and technology.
- Communicate highly technical information to both technical and non-technical personnel.
- Provide guidance to and assist Support Services technicians/operators as needed when appropriate and utilize Incident and Asset Management System in order to assist in the evaluation of a call.
- Coordinate with network services, application support, and other applicable groups when needed.
- Maintain Windows Desktop Operating Systems.
- Build and maintain strong, effective working relationships with internal support teams, peers, vendors and customers as it deals with the City's technical infrastructure.
- Maintain compliance with external regulatory controls, such as the Texas Department of Information Resources.
- Responsible for assisting in the training of City staff and contract staff security protocols, risks, and proper habits, including; online learning management, in persons training events, reviewing work accuracy, providing feedback, identifying skill gaps and implementing any necessary skill development or corrective action plans to mitigate gaps.
- Participates in a variety of special projects in support of departmental operations, which may include: analyzing vendor contracts; performing special studies; providing guidance and recommendations to departments to ensure organizational sustainability and maximize organizational efficiency, effectiveness, and performance; recommending cost-conscious decisions and actions; and/or, performing other related activities.
- Performs other duties as assigned, which may involve irregular work hours, including evenings and weekends.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of Microsoft operating systems and desktop software such as Microsoft Office suite
- Knowledge of installation, configuration, and troubleshooting desktop hardware and software
- Knowledge of desktop/network infrastructure- hardware, software, databases
- Knowledge of disaster and business recovery practices
- Knowledge of government operations and processes
- Skilled in maintaining management and inventory reports
- Skilled in analyzing security processes
- Skilled in reading and interpreting technical documents
- Skilled in applying independent judgment, personal discretion, and resourcefulness in interpreting and applying guidelines
- Skilled in reading, interpreting, applying, authoring and explaining rules, regulations, policies, and procedures
- Skilled in tracking service call and installations
- Skilled in identifying and solving problems
- Skilled in documenting service outages and resolutions

- Skilled in working independently or part of a team in delivering excellent customer service
- Skilled in preparing clear and concise reports
- Skilled in providing customer service
- Skilled in gathering and analyzing information and making recommendations based on findings and in support of organizational goals
- Skilled in operating a computer and related software applications
- Skilled in communicating effectively with a variety of individuals
- Ability to analyze technical problems and develop workable solutions
- Ability to communicate with users to define system requirements and resolve problems

MINIMUM QUALIFICATIONS:

- Associate's degree in Information Systems, Computer Science, or a related area of study
- 5 years' of progressively responsible information technology experience
- Hold one or more of the following certifications (or substantially similar) or ability to obtain within one year of employment;
 - Desktop Support Technician by HDI
 - Microsoft 365 Windows 10
 - Microsoft 365 Managing Modern Desktops
 - CompTIA A+ Certification
- Must qualify for and maintain compliance with Criminal Justice Information Systems access requirements
- Must possess or be able to obtain and maintain a valid Texas driver's license

PREFERENCES:

- Bachelor's Degree in Information Systems, Business or related area of study
- 5-7 years' experience in analyzing office software products and desktop problems
- Hold two or more of the following certifications (or substantially similar);
 - Desktop Support Technician by HDI
 - Microsoft 365 Windows 10
 - Microsoft 365 Managing Modern Desktops
 - CompTIA A+ Certification

WORKING CONDITIONS:

- Frequent reaching, sitting, talking, seeing, hearing, and manual dexterity
- Occasional climbing, balancing, stooping, kneeling, and crouching
- Sedentary office and outdoors work environments
- Occasional lifting and carrying up to 50 pounds
- Work may be performed in a data-center environment, involving loud noise and temperature irregularity
- Work both indoors and outdoors and are exposed to cold and hot temperatures, constant noise, fume/odor hazards, road hazards, heights, and mechanical and electrical hazards.

CONDITIONS OF EMPLOYMENT:

- Must pass pre-employment drug test
- Must pass criminal history check
- Must pass motor vehicle records check