

CITY OF AUBURN

JOB & CLASS DESCRIPTION

TITLE: Innovation & Technology Support Specialist		AFFECTED DEPARTMENT (S): Innovation & Technology	
LAST REVISED: 3/7/16	PAGE NO: OF: 1 3	PAY GRADE: NOC (Nonexempt)	AFFILIATED NON-AFFILIATED X

NATURE OF WORK

This position is responsible for providing troubleshooting, assistance, and support to City staff with desktop computer problems including, but not limited to, PC hardware, software, OS, printers, desktop and cell phones, tablets, Active Directory User and Group maintenance to support staff changes throughout the City, and use of enterprise tools for imaging, deployment, and maintenance of computer systems. This position is the first point of contact for customers using the help desk and, as such, excellent customer service is a top priority.

EXAMPLES OF WORK/RESPONSIBILITIES

*Maintains software, data, and network security; oversees and supports employee hardware, software, and data access privileges in accordance with City policies and management directives.

*Analyzes City business processes and makes recommendations on how to more effectively use technology to improve efficiency and customer service.

*Troubleshoots and resolves first-level desktop system problems and irregularities including, but not limited to, identifying issues, determining courses of action for problem resolution, allocating resources to resolve problems, and reviewing problem resolutions.

Assists with installing, configuring, troubleshooting, and maintaining PC hardware and software.

*Setups, issues, and maintains logon accounts and mailboxes for users.

*Assists with researching pricing, obtaining competitive bids, and purchasing of products dealing with Citywide Innovation & Technology (IT) office supplies.

*Ensures software-licensing provisions are enforced in the organization and via system utilities, and that software license and central system hardware inventory records are kept accurate and up-to-date; establishes and maintains other files as appropriate, either electronically or on paper.

*Researches, prepares, costs, and verifies correct account numbers; prices items to be purchased; encumbers purchase orders on the computer as backup to the IT Administrative Assistant

*Assists in the development and maintenance of IT recovery, business continuity, and emergency operations plans.

Assists with the installation and maintenance, with Systems Analyst support as necessary, of City software and hardware required to maintain or augment daily operations in accordance with management direction or system plans.

*Opens and reviews incoming mail determining appropriate interoffice routing and distribution, as backup to the IT Administrative Assistant.

*Works effectively under pressure and with frequent interruptions.

*Completes work and projects in a thorough and timely manner.

*Understands and follows directions from supervisors, posted work rules, and procedures.

*Integrates and transitions the work flow smoothly with higher level staff for a seamless end user experience.

*Works courteously and effectively with public officials, citizens, vendors, supervisors, and other employees, both in person and over the telephone; assisting them with a wide variety of information pertaining to City and department; functions effectively as a member of the team.

*Regular, reliable, and punctual attendance.

*Attendance at night meetings and early morning/evening hours to accommodate other departments' schedules may be required.

*Due to internal and external customer service needs, the incumbent must be able to work a full-time schedule, onsite (appropriate City worksites) and offsite as required.

*Shows initiative in performing job functions.

*Performs other duties as assigned.

* = Primary function.

WORKING CONDITIONS

The employee generally performs work in a clean, climate controlled office setting. Hand-eye coordination is necessary to operate various pieces of equipment. The employee is required to sit, talk, and hear; frequently required to work and use hands-to-finger, feel, or handle writing utensils, computer, and office supplies, which require repetitive arm, wrist, and hand movement. The employee is occasionally required to stand and reach with arms and hands, climb, balance, stoop, kneel, crouch, bend, or crawl. The employee performs physical activity including, but not limited to, lifting, carrying, and moving heavy objects; occasionally up to 35 pounds. The employee is required to talk and hear in some environments that are moderately noisy. Specific vision abilities include close, distant, color, peripheral vision, depth perception, and the ability to adjust focus. The employee may be required to deal with disgruntled individuals requiring the use of conflict management skills. The employee is required to perform work in confidence and under pressure for deadlines and maintain professional composure, tact, patience, and courtesy at all times.

REPORTING RELATIONSHIPS

Work is performed under general direction of the Customer Support Manager. The employee independently works to solve routine problems to meet the needs of the user, using City policies and procedures, and, as appropriate, approved industry troubleshooting processes. Questions of policy and new or unusual situations are referred to the supervisor for resolution. Performance is reviewed through periodic reports and formal evaluation.

MINIMUM REQUIRED EDUCATION AND EXPERIENCE

Associates Degree with an emphasis on PC hardware/software support, networking, or equivalent, plus a minimum of one (1) year experience performing desktop specialist duties; OR, a combination of education, training, and experience that would demonstrate the individual's knowledge, skill, and ability to successfully perform the essential duties and responsibilities listed above.

REQUIRED LICENSES AND CERTIFICATIONS

Possess and retain a valid state driver's license with no impending loss required at time of appointment.

Technical certification such as Microsoft MCDST, Network+, A+, or equivalent required within one (1) year of employment.