

CITY OF BURIEN, WASHINGTON

JOB DESCRIPTION

Title: Information Systems Help Desk Technician

Department: Administrative Services

FLSA Status: Non-Exempt

Reports to: Information Systems Manager

The City of Burien believes that each employee makes a significant contribution to our success. This job description is designed to outline primary duties, qualifications and job scope. 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.

General Position Summary

The Information Systems Help Desk Technician will provide customer service and technical support for the installation and maintenance of the City's computer workstation operating systems, peripheral equipment and telecommunication systems. In addition, the technician will provide assistance and training in the use of workstations and peripheral equipment.

Essential Functions

- Provides basic help desk technical support, prioritizes and/or responds to trouble reports from customers regarding phones, mobile devices, workstations, printers, and other computer peripherals.
- Perform workstation troubleshooting to isolate and diagnose common hardware and software problems; correct problems and follow up with users as necessary.
- Provide technical support to users; answer questions, respond to complaints and resolve problems related to software and hardware malfunctions.
- Repair or arrange for repairs related to software and hardware malfunctions.
- Perform preventative workstation equipment maintenance.
- Perform setup, installs, configuration, and relocation of various workstation hardware and software components.
- Upgrade hardware and software on workstations.
- Updates and integrates workstations, communications equipment and peripherals; verifies functionality, compatibility, and performance of workstation and telecommunication systems.
- Prepare and maintain a variety of records, reports and logs.
- Perform other duties as assigned.

Secondary Functions

- Assist with special IT project efforts.
- Assist IT team members as directed.
- Research Public Disclosure Requests using special email archiving system software.
- Serve on and participate in various employee committees.

Job Scope

Position is subject to frequent new and varied work situations involving an intermediate level of complexity. The incumbent follows established practices and procedures and contributes to the development of new concepts as needed. Incumbent may operate independently with moderate supervision.

Interpersonal Contacts

Contacts are normally made with others within the organization.

Specific Job Skills

Knowledge of:

- Components, functions and capabilities of the City's workstation operating system.
- Workstation troubleshooting utilities, design and program applications.
- Operation, capabilities and limitations of workstation and peripheral equipment.
- Methods and practices of hardware and software installation and troubleshooting.
- Correct English language usage, grammar, spelling, punctuation and vocabulary.

Ability to:

- Accurately troubleshoot hardware and software related problems.
- Analyze and describe problems to lay users.
- Install, monitor, maintain and troubleshoot the City's software, workstation applications, printers, and other peripherals related to user workstations.
- Maintain current knowledge of technological advances in the field.
- Research workstation errors and coordinate corrective action.
- Prioritize workload and requests.
- Communicate effectively both orally and in writing.
- Work cooperatively with others using tact, patience and courtesy.
- Demonstrate strong attention to detail.
- Exercise individual initiative.
- Exercise absolute discretion in confidential matters, client records, and City information.
- Understand, interpret and efficiently carry out complex oral and written instructions.
- Work independently from general instructions and broad work expectations.
- Manage multiple tasks simultaneously.
- Work efficiently in a fast-paced work environment subject to frequent interruptions.
- Meet deadlines.

Mental Activities:

Position requires continuous interpersonal skills; frequent decision making, use of discretion, independent judgment and/or action, problem analysis, customer service, ability to read, speak, and understand English; occasional teamwork, presentations/teaching, creativity, ability to write English and perform basic math; and rare mentoring and advanced math.

Physical Activities:

Position requires frequent hearing, talking, sitting, fingering, and repetitive motions of hands and wrists; occasional standing, walking, stooping, reaching, feeling, kneeling, handling, and bending; and rare crawling, climbing, and repetitive motions of feet. Position requires the ability to push, pull, lift and carry forty pounds.

Education and/or Experience

An Associate degree in computer science, system design and support, or related field AND a minimum of one year related to end user/workstation network and operating systems experience. A combination of experience and training that provides the applicant with the knowledge and skills to perform the job will be considered.

Special Requirements

- Successful completion of pre-employment background check.
- Valid Washington State Drivers License with satisfactory driving record. A three (3) year driving abstract must be submitted prior to hire.
- A+ Certification preferred.

Job Conditions

The work is generally performed in an office environment with extensive work performed at a personal computer. The incumbent in this position will also be required to drive to off-site locations. Noise level is moderate.

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