

CLASSIFICATION ADDENDUM

Job Title: Service Desk Specialist

Classification Specification: Technical Specialist

Barg Unit: OPE

Pay Grade: B22-B24

*This classification **addendum** further clarifies job specific duties and requirements of a job within a particular classification. Note: The classification specification document is to be referenced and this document utilized as the addendum (supplement). It is intended to provide additional information, where needed, and is not intended to provide an exhaustive list of duties and responsibilities; specific position assignments will vary depending on business needs.*

Essential Characteristics and Duties Addendum

The Service Desk Specialist performs primary Service Desk support as the point of contact between the IT Department and City employees. Logs issues, troubleshoots problems, offers technical assistance within the scope of the position, and refers problems to other IT staff as needed; runs monthly reports, monitors outstanding issues, prioritizes and provides follow-up where needed; tracks department performance on service desk calls; performs routine hardware/software maintenance and re-build activities; provides computer related training and support for City employees; provides basic telephone and voice mail system support; maintains the PC hardware and software inventory system; responds to and evaluates employee requests for hardware and software purchases; researches new or improved technical solutions to network-related technical issues and provides recommendations; maintains IT department's help desk website. Performs related duties as assigned.

Qualifications Addendum

An entry-level person would be expected to possess the following or any equivalent combination of knowledge, skills, education and experience in order to successfully perform the job.

Training & Experience:

- In the field of Information Technology with sufficient related technical work experience preferably providing direct support to customers in a computer services environment.

Licensing Requirements:

- N/A

Knowledge:

- Testing, installation, troubleshooting and PC support techniques;
- Internal functioning of computer hardware and software;
- Personal computers, telephones, Microsoft Office products;
- Basic principles of computer networking and operating systems.

Skills: *(Demonstrated skill in performing the following)*

- Recordkeeping;
- Developing and maintaining an accurate Service Desk System;
- Performing supports tasks involving independent judgment, accuracy and efficiency;
- Learning the purpose and general function of the City's software systems and work practices of the Information Technology Department.

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Qualification For Grade Progression:

B22 - Contributing
B23 - Journey
B24 – Advanced/lead

Physical Requirements Addendum

Light Work as defined in the classification specification. Further definition of the physical requirements of the position can be found in a job task analysis.

Addendum History

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