



# Service Desk Specialist I Service Desk Specialist II

## General Information

|                             |                  |
|-----------------------------|------------------|
| <b>Classification Code:</b> | TCHSPC           |
| <b>Effective Date:</b>      | January 18, 2024 |
| <b>Pay Grade:</b>           | B22-B23          |
| <b>FLSA Status:</b>         | Non-exempt       |

## Position Summary

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. Provides basic telephone and voice mail system support. Performs other duties of a similar nature or level.

## Classification Characteristics

The Technical Specialist is a paraprofessional classification focused on performing specialized functions and on how to carry out the operations of the process specified by higher level positions. This position has a choice as to how and when operations are carried out, but not as to what operations constitute the process and may include lead responsibilities for lower-level staff.

**Service Desk Specialist I** – This is the entry level class within the Technical Specialist classification. This level performs basic and routine supportive technical tasks. This includes basic incident management including logging and triaging of incoming incidents and the resolution of general issues for which there is a documented solution. This position is distinguished from the Specialist II by the performance of more basic and/or routine technical skills. Employees at this level are not expected to perform with the same independence of direction and judgment on matters related to established procedures and guidelines as are positions allocated to the II level. Since this classification is typically used as a training class, employees may have only limited work experience.

**Service Desk Specialist II** – This is the journey level class within the Technical Specialist classification. This level is distinguished from the Specialist I level by the assignment of the full range of duties assigned. This class performs some advance skills involving technical knowledge that require an understanding of established and defined department or program policies and procedures. This includes more advanced troubleshooting skills to assist in the resolution of more complex issues for which there may be limited documentation and will likely require some level of troubleshooting and research. Duties are performed independently under general guidance from a supervisor. *Positions assigned to this level are flexibly staffed and are normally filled by advancement from the first level. When filled from the outside, they require several years of prior experience in the assigned field.*

This Technical Specialist classification series is differentiated from the Technical Analyst classification as responsibility of the Technical Analyst classification is at a broad professional level.

## Essential Duties

*The duties listed below are a typical sample; position assignments may vary.*

- 1 Provide helpdesk support to users at all levels of the City, remotely and in person. Instructs staff on basic to advanced elements of varied hardware systems and software application packages. Monitors outstanding issues; prioritizes and provides follow-up where needed.

| <b>Essential Duties</b> |  |
|-------------------------|--|
| 2                       | Creates and maintains documentation, internal guides, and staff instructions on an ongoing basis and as procedures change including procedures, processes, records of work performed in call, project tracking databases, and software and user assignments.   |
| 3                       | Build, test, and deploy hardware equipment including desktops, laptops, mobile devices, monitors, printers, docking stations, telephones, and other general hardware equipment, in various locations including offices, buildings and city vehicles.   |
| 4                       | Installs, delivers, sets up, relocates, and ensures efficient operation of new PCs with operating system, application software, peripheral hardware drivers and associated software. Troubleshoot PC and peripheral hardware, software and network connectivity issues reported by users.  |
| 5                       | Add and remove telephones and voicemail boxes as needed and assist with administration of city's telephone and voicemail systems.  |
| 6                       | Test and deploy various application systems and software packages. Perform preventative maintenance and scheduled upgrades to city computing assets, including but not limited to desktops, laptops, tablets, printers, scanners and cell phones.  |
| 7                       | Evaluate general cabling needs for new offices or offices being remodeled. Advise contractors of desired cabling configurations and coordinate its installation. Test and configure communication(s), network, and local computer systems.   |
| 8                       | Maintains current knowledge of technology trends and developments. Researches and evaluates the use of new applications/technology/standards and equipment at the direction of management. Maintains effective expertise necessary to evaluate IT requirements and opportunities for improvements and makes appropriate recommendations. |
| 9                       | Assists in research, development, planning, testing, implementation, and communications related to enterprise management and client systems. Creates and maintains technical documentation related to technical standards, systems and applications.   |
| 10                      | Performs other duties of a similar nature or level.  |

| <b>Functional Specific Responsibilities</b> |
|---|
| N/A   |

| <b>Qualifications</b>  |
|--|
| <b>Minimum Qualifications:</b> <ul style="list-style-type: none"> <li>• <u>Service Desk Specialist I</u> – Associate degree or two-year technical certificate and 0-2 years of related experience or an equivalent combination of education and experience.</li> <li>• <u>Service Desk Specialist II</u> – Associate degree or two-year technical certificate and 3-5 years of related experience or an equivalent combination of education and experience.</li> <li>• Must pass CJIS level 4 and complete background including fingerprints.</li> </ul>   |
| <b>Licensing/Certifications:</b> <ul style="list-style-type: none"> <li>• CompTIA A+ (or equivalent) or the ability to obtain if required.</li> </ul>  |
| <b>Technology Skills:</b> <ul style="list-style-type: none"> <li>• Cloud-based data access and sharing software — Dropbox; Google Drive; Microsoft SharePoint; Slack</li> <li>• Cloud-based protection or security software — Sophos</li> <li>• Communications server software — Mitel MiVoice Business</li> <li>• Computer aided design CAD software — Autodesk AutoCAD</li> <li>• Data base reporting software — Microsoft SQL Server Reporting Services SSRS; SAP Crystal Reports</li> <li>• Desktop communications software —; Remote control software; Skype; Desktop Central</li> <li>• Desktop publishing software — Adobe Systems Adobe InDesign; Microsoft Publisher</li> </ul> |

## Qualifications

- Development environment software —; Microsoft .NET Framework; Microsoft PowerShell
- Document management software — Adobe Systems Adobe Acrobat; FoxIt PDF; BlueBeam Revu
- Electronic mail software —; Microsoft Exchange; Microsoft Outlook
- Enterprise resource planning ERP software —Oracle PeopleSoft
- Filesystem software — WinDirStat; Robocopy
- Graphics or photo imaging software — Adobe Systems Adobe Creative Cloud software; Adobe Systems Adobe Illustrator; Adobe Systems Adobe Photoshop
- Helpdesk or call center software —Help desk software; ServiceDesk Plus
- Human resources software — Human resource management software HRMS; Oracle PeopleSoft
- Instant messaging software — Slack; Teams
- Internet browser software
- Internet directory services software — Active directory software; Domain name system DNS; Microsoft Active Directory; Network directory services software
- Internet protocol IP multimedia subsystem software — Voice over internet protocol VoIP system software
- License management software
- Network conferencing software — LogMeIn; GoToWebinar; Zoom
- Network security or virtual private network VPN management software — Virtual private networking VPN software; NetMotion; Cisco AnyConnect
- Office suite software — Microsoft Office software
- Operating system software — Apple iOS ; Microsoft Windows Server; Windows 10/11
- Presentation software — Microsoft PowerPoint
- Process mapping and design software — Microsoft Visio
- Project management software — Microsoft Project
- Spreadsheet software — Microsoft Excel
- Transaction security and virus protection software — Encryption software; ; Sophos Endpoint Protection
- Video conferencing software — Cisco Webex; Google Meet; LogMeIn GoToMeeting; Zoom
- Web page creation and editing software — Adobe Systems Adobe Dreamweaver; WordPress
- Word processing software —Google Docs; Microsoft OneNote; Microsoft Word

### Knowledge Required:

- Administrative — Knowledge of administrative and office procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and workplace terminology.
- Communications and Media — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.
- Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
- Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.
- English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

### Skills:

- Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.
- Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Complex Problem Solving — Identifying complex problems and reviewing related information to develop and

## Qualifications

evaluate options and implement solutions.

- Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Instructing — Teaching others how to do something.
- Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one. Determination of relative priority of tasks.
- Learning Strategies — Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Reading Comprehension — Understanding written sentences and paragraphs in work-related documents.
- Service Orientation — Actively looking for ways to help people.
- Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.
- Speaking — Talking to others to convey information effectively.
- Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- Time Management — Managing one's own time and the time of others.
- Troubleshooting — Determining causes of operating errors and deciding what to do about it.
- Writing — Communicating effectively in writing as appropriate for the needs of the audience.

### Abilities:

- Category Flexibility — The ability to generate or use different sets of rules for combining or grouping things in different ways.
- Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.
- Fluency of Ideas — The ability to come up with several ideas about a topic (the number of ideas is important, not their quality, correctness, or creativity).
- Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- Near Vision — The ability to see details at close range (within a few feet of the observer).
- Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression — The ability to communicate information and ideas in speaking so others will understand.
- Perceptual Speed — The ability to quickly and accurately compare similarities and differences among sets of letters, numbers, objects, pictures, or patterns. The things to be compared may be presented at the same time or one after the other. This ability also includes comparing a presented object with a remembered object.
- Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing that there is a problem.
- Selective Attention — The ability to concentrate on a task over a period of time without being distracted.
- Speech Clarity — The ability to speak clearly so others can understand you.
- Speech Recognition — The ability to identify and understand the speech of another person.
- Written Comprehension — The ability to read and understand information and ideas presented in writing.
- Written Expression — The ability to communicate information and ideas in writing so others will understand.

## Physical Requirements

| Key | None<br>0%<br>(0 hrs.) | Seldom<br>1-10%<br>(Up to 1 hrs.) | Occasionally<br>11-35%<br>(Up to 3 hrs.) | Frequently<br>36-75%<br>(3-6 hrs.) | Continuous<br>76-100%<br>(6+ hrs./day) |
|-----|------------------------|-----------------------------------|--|------------------------------------|--|
|-----|------------------------|-----------------------------------|--|------------------------------------|--|

| Physical Requirements     |    |       |        |        |         |                             |    |       |        |        |         |
|---------------------------|----|-------|--------|--------|---------|-----------------------------|----|-------|--------|--------|---------|
|                           | 0% | 1-10% | 11-35% | 36-75% | 76-100% |                             | 0% | 1-10% | 11-35% | 36-75% | 76-100% |
| BODY POSITIONS            |    |       |        |        |         | PUSH/PULL                   |    |       |        |        |         |
| Standing                  |    | X     |        |        |         | 0-10 lbs.                   |    | X     |        |        |         |
| Sitting                   |    |       |        |        | X       | 11-20 lbs.                  |    | X     |        |        |         |
| Walking – Even Surface    |    |       |        |        |         | 21-50 lbs.                  | X  |       |        |        |         |
| Walking – Uneven Surface  | X  |       |        |        |         | 51-75 lbs.                  | X  |       |        |        |         |
| Kneeling                  |    | X     |        |        |         | 76-100 lbs.                 | X  |       |        |        |         |
| MOVEMENTS                 |    |       |        |        |         | ENVIRONMENTAL HAZARDS       |    |       |        |        |         |
| Bending/Stooping          |    | X     |        |        |         | Indoors                     |    | X     |        |        |         |
| Twisting                  |    | X     |        |        |         | Outdoors                    | X  |       |        |        |         |
| Crawling                  |    | X     |        |        |         | Dust                        |    | X     |        |        |         |
| Squatting/Crouching       |    | X     |        |        |         | Fumes/Odors/Gasses          |    | X     |        |        |         |
| Balancing                 | X  |       |        |        |         | Chemical Agents             |    | X     |        |        |         |
| Reach – Overhead          |    | X     |        |        |         | Biological Agents           | X  |       |        |        |         |
| Reach – Forward           | X  |       |        |        |         | Noise – Low                 |    |       | X      |        |         |
| Reach – Backward          | X  |       |        |        |         | Noise – Moderate            | X  |       |        |        |         |
| Climbing – stairs         |    | X     |        |        |         | Noise – High                | X  |       |        |        |         |
| Climbing - ladder         |    | X     |        |        |         | Low Light                   | X  |       |        |        |         |
| USE OF HANDS              |    |       |        |        |         | Heat                        | X  |       |        |        |         |
| Grasping – whole hand     | X  |       |        |        |         | Cold                        | X  |       |        |        |         |
| Grasping – pinch grip     | X  |       |        |        |         | Restricted workspace        | X  |       |        |        |         |
| Fine manipulation/feeling |    | X     |        |        |         | Vibration – whole body      | X  |       |        |        |         |
| Keyboarding               |    |       |        |        | X       | Vibration - extremity       | X  |       |        |        |         |
| LIFT/CARRY                |    |       |        |        |         | JOB SPECIFIC                |    |       |        |        |         |
| 0-10 lbs.                 |    |       | X      |        |         | Driving – vehicle/equipment |    | X     |        |        |         |
| 11-20 lbs.                |    | X     |        |        |         | Operate foot controls       | X  |       |        |        |         |
| 21-50 lbs.                |    | X     |        |        |         | Seeing                      |    |       |        |        | X       |
| 51-75 lbs.                | X  |       |        |        |         | Talking                     |    |       |        |        | X       |
| 76-100 lbs.               | X  |       |        |        |         | Hearing                     |    |       |        |        | X       |
|                           |    |       |        |        |         | Extended work hours         |    | X     |        |        |         |

### Classification History

2024.01 – Updates by HR to provide level distinction; See Senior Service Desk Specialist.

**I have reviewed the job description.**

**Employee: Name** \_\_\_\_\_ **Signature** \_\_\_\_\_ **Date** \_\_\_\_\_