



Senior Service Desk Specialist

General Information

Classification Code:	TCHSPC
Effective Date:	January 18, 2024
Pay Grade:	B24
FLSA Status:	Non-exempt

Position Summary

The Senior Service Desk Specialist performs advanced service desk and mobile device support including conference/meeting room technology, wi-fi networks, and AV equipment within City Facilities. Manages complaints and escalations from lower-level positions relating to complex products or services, handles problem tickets, and provides feedback to upper management regarding issues. 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. Applies advanced skills appropriate for the position or specialization. Creates process documentation for lower-level technicians. Adapts procedures and processes as necessary, including the creation of testing methodology to test proposed incident remedies May include lead responsibilities for lower-level staff.

Essential Duties

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

- 1 Manages and resolves complex incidents escalated from Service Desk staff. May require research, testing, and advanced troubleshooting and problem solving. Determines which incidents require additional escalation to Network Analyst or Manager.
- 2 Acts as primary contact for website support and modification requests. Trains City staff on website software, procedures, and guidelines. Provides advanced support of City web resources including troubleshooting of web hosting environment.
- 3 Assists with writing and development of less complicated SQL queries and reports. Assists with basic SQL administrative tasks such as backups, restores, and maintenance.
- 4 Acts as primary contact for City-wide IT equipment, hardware, and software purchases. Evaluates requests for IT policy compliance and supportability requirements. Ensures purchases meet City procurement policy and state purchasing requirements.
- 5 Manages full life cycle of City IT assets including procurement, provisioning, tracking, decommissioning and destruction. Maintain accurate inventory of assets and changes in all required applications and databases.
- 6 Performs work of Service Desk Specialist II.
- 7 Tracks department performance on service desk calls. Runs reports as required.
- 8 Performs other duties of a similar nature or level.

Functional Specific Responsibilities

N/A

Qualifications

Minimum Qualifications:

- Senior Service Desk Specialist – Associate degree or two-year technical certificate and 5 or more years of related experience or an equivalent combination of education and experience.
- Must pass CJIS level 4 and complete background including fingerprints.

Licensing/Certifications:

- CompTIA A+ (or equivalent) or the ability to obtain if required.
- CompTIA Network+ (or equivalent) or the ability to obtain if required.

Technology Skills:

- Cloud-based data access and sharing software — Dropbox; Google Drive; Microsoft SharePoint; Slack
- Cloud-based protection or security software — Sophos
- Communications server software — Mitel MiVoice Business
- Computer aided design CAD software — Autodesk AutoCAD
- Data base reporting software — Microsoft SQL Server Reporting Services SSRS; SAP Crystal Reports
- Desktop communications software —; Remote control software; Skype; Desktop Central
- Desktop publishing software — Adobe Systems Adobe InDesign; Microsoft Publisher
- 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

Qualifications

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 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
- 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.

Qualifications

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 0% (0 hrs.)	Seldom 1-10% (Up to 1 hrs.)	Occasionally 11-35% (Up to 3 hrs.)	Frequently 36-75% (3-6 hrs.)	Continuous 76-100% (6+ hrs./day)
	0%	1-10%	11-35%	36-75%	76-100%
BODY POSITIONS					
Standing		X			
Sitting					X
Walking – Even Surface		X			
Walking – Uneven Surface	X				
Kneeling		X			
MOVEMENTS					
Bending/Stooping		X			
Twisting		X			
Crawling		X			
Squatting/Crouching		X			
	0%	1-10%	11-35%	36-75%	76-100%
PUSH/PULL					
0-10 lbs.		X			
11-20 lbs.		X			
21-50 lbs.	X				
51-75 lbs.	X				
76-100 lbs.	X				
ENVIRONMENTAL HAZARDS					
Indoors		X			
Outdoors	X				
Dust		X			
Fumes/Odors/Gasses		X			

Physical Requirements											
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

Created 2012.01
2015.01 Modified by HR
2024.01 Updates by HR to provide level distinction

I have reviewed the job description.

Employee: Name _____ **Signature** _____ **Date** _____