MADISON, CITY OF (WI) invites applications for the position of:

Help Desk Specialist

**SALARY:** $25.18 - $29.65 Hourly
$2,014.64 - $2,372.09 Biweekly
$4,365.05 - $5,139.53 Monthly
$52,380.64 - $61,674.34 Annually

**COMP. GROUP/RANGE:** 18/06

**JOB TYPE:** PERMANENT FULL TIME

**DEPARTMENT:** Information Technology

**OPENING DATE:** 07/17/15

**CLOSING DATE:** 08/02/15 11:59 PM

**GENERAL DESCRIPTION:**
This is a professional entry-level position providing first-level problem resolution and computing support to City of Madison staff. The position is responsible for first-level problem determination, problem/incident recording, problem resolution and problem escalation for City IT supported products and services. Work responsibilities include: troubleshooting routine application, computer hardware, systems software and network related problems, and identifying potential causes; recommending corrective actions and following through with senior IT Specialists and/or customers; setting up new PC’s, laptops, tablets, smart phones and printers. Incumbents will use a call tracking system to enter and maintain customer requests and hardware/software issues. Incumbents will participate in diverse development and support efforts in a training capacity in order to gain both technical competency and familiarity with organizational dynamics. The work is characterized by more routine and/or focused assignments where there is limited direct responsibility for the development of automated systems or the independent provision of customer support. This work is normally performed under the close to limited supervision of a Principal IT Specialist or other supervisor/manager and/or in a trainee capacity.

This series is structured to provide for career progression from IT Specialist 1 to 2 as a function of employee expertise (as gained through experience). Progression to the IT Specialist 3 or 4 levels is normally contingent upon the availability of budgeted position vacancies and is normally accomplished by competition or position study. It should be noted that higher level positions within the series are characterized by increasing independence, expertise, judgment, discretion, responsibility, initiative, coordination, planning, conflict resolution and leadership.
EXAMPLES OF DUTIES AND RESPONSIBILITIES:
Provide first-level contact and problem resolution for all users with hardware, software and applications problems. Resolve user-reported problems as expertise permits. Research problems. Install software. Reset domain passwords. Support Smartphones and tablets. Support remote access software. Courteously obtain and convey concise problem information for external and internal service personnel. Provide accurate and timely logging of problems and resolution for problems into the call logging database. Escalate problems as appropriate. Act as a liaison between customers and internal support staff to assure accurate problem interpretation. Maintain communications with customers during the problem resolution process.

Replace end-of-life workstations. Setup new PC’s, laptops, tablets, smart phones and printers. Coordinate with customers. Image workstation and install customer specific software. Install windows updates and ensure workstation can be remote controlled. Deploy workstation with customer and ensure all software/hardware is re-installed and functioning properly. Contact vendors for hardware replacement.

Use call tracking system to enter and maintain customer requests and hardware/software issues. Follow up with customers on open requests to keep them informed of call status.

Participate in diverse development and support efforts in a training capacity in order to gain both technical competency and familiarity with organizational dynamics.

Perform related work as assigned.

MINIMUM QUALIFICATIONS:
Knowledge, Skills and Abilities:

Knowledge of personal computer system technology (hardware and software) and its effective application. Knowledge of a wide range of software and hardware applications. Knowledge of any or all of the following: network security concepts; storage and network backup systems; virtualization of servers and desktops; IP telephony; Microsoft Office suite of products; Active Directory; Exchange; E-mail content filtering and archival systems; Windows Server Operating System; fiber optic and category 5/5e/6 wiring concepts; server and workstation anti-malware software; wireless networking concepts; network switch/router/firewall concepts; Polycom teleconferencing systems; desktop management concepts; call tracking systems; fiber optic network concepts; digital surveillance camera systems; and building security system concepts. Ability to troubleshoot and resolve routine hardware and software computer malfunctions. Ability to communicate effectively both orally and in writing. Ability to develop and maintain effective working relationships with internal staff and staff of other agencies. Ability to provide advice, consultation, and training to diverse user groups. Ability to resolve problems in a timely and effective manner, and to maintain an awareness of project deadlines and communicate project status, risks, and other issues. Ability to multi-task and prioritize responsibilities. Ability to maintain adequate attendance.

Training and Experience:
Possession of a four year degree from an accredited college or university in computer science or a related field, or possession of an Associate’s Degree in computer science or a related field and two years of directly related experience. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.
SPECIAL REQUIREMENTS:
Ability to meet the transportation requirements of the position.

Physical Requirements:
Work is primarily sedentary in nature and performed in an office environment. Employees will be expected to use standard office equipment such as a telephone, computer, calculator, copier, and fax machine. Employees must have the physical strength, coordination and acuity inherent to set up, install and test computers as assigned up to 50 pounds. Employees may be expected to visit sites throughout the City in order to troubleshoot issues.
Help Desk Specialist Supplemental Questionnaire

* 1. Describe your specific training and experience with respect to the following areas: 1. Microsoft Windows Operating Systems 2. Microsoft Office Suite including Outlook 3. Computer Networking (Active Directory, Smartphones, Windows etc) 4. Computer Helpdesk or other Customer Service Be specific and include the following in each response: a) positions held; b) your exact duties and responsibilities; c) length of time employed; and d) specific titles of coursework or classes. By checking this box, I acknowledge that my responses to the supplemental questions may be used as part of the selection process and may be used to determine whether or not I move forward in this recruitment process. I also acknowledge that my responses will be evaluated on my writing ability; which includes spelling, grammar and my ability to express my thoughts in a logical fashion, while clearly communicating my proper intentions. By checking this box, I acknowledge that my response to this question is required and must be submitted as an attachment in the "Attachment" section of the application with a maximum length of one (1) page for each of the four areas. (If you haven't already attached your response, please return to your application to do so before submitting your application.)

☐ Acknowledgement

* Required Question