

MEETING DATE: 10/23/2006

AGENDA ITEM: Approval of the Classification Specification for Help Desk Technician.

ATTACHMENTS

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HELP DESK TECHNICIAN

DEFINITION

The positions assigned to this classification are in the [redacted] classified service [redacted]. They perform a variety of technical and customer service tasks in [redacted] user problem resolution and [redacted] recurring network support. The position serves as a key contact for on-site and remote users with system problems and inquiries in a Help Desk environment. Installs and supports [redacted] microcomputer, [redacted] network, and web hardware and software, trains users, performs routine data protection and administrative tasks.

SUPERVISION RECEIVED AND EXERCISED

This position [redacted] reports to the Technical Services Manager.

ESSENTIAL JOB DUTIES

The following tasks are essential for this position. Incumbents in this classification may not perform all of these tasks, or may perform similar related tasks not listed here.

1. Provides user support for [redacted] microcomputer [redacted] systems. This [redacted] will be over the telephone [redacted] in Help Desk format or may be in person. This [redacted] will include software, hardware, and communications products.
2. Assists users with [redacted] microcomputer applications software such as word processors, spreadsheets, electronic mail, graphics, and specialized functional software for City Departmental use.
3. Installs and configures microcomputer, server, network, and web hardware and software products.
4. Provides limited training to end users.
5. Creates limited software applications for City departments, typically involving spreadsheets and macros following City standards and procedures for software development.
6. Adds new users to City systems, [redacted] and trainings them.
7. Assists IT staff and users with changes and enhancements to security.
8. Supports the City's anti-virus [redacted] efforts by updating software, researching, testing systems, and training users.
9. Develops and updates documentation, policies, and procedures.
10. Performs Verifies daily backup operations [redacted] by reviewing logs, troubleshooting errors, and managing media in the [redacted] computer room [redacted] and at the off-site secure storage.
11. Updates and maintains disaster recovery materials. Performs routine [redacted] restores and [redacted] special backups as requested.
12. [redacted]
13. Provides administrative support to the Technical Services group as directed. Typical tasks [redacted] being: license and contract filing and tracking; purchase order management; research and duplication; and software library management; receipt and invoice tracking and management, and Quality Assurance.
14. Performs other duties as assigned.

MARGINAL JOB DUTIES

- Acts as a backup to the [REDACTED] Microcomputer Analysts.
- Acts as a backup to the Telecommunications Analyst.

MINIMUM KNOWLEDGE, SKILL AND ABILITY

Knowledge of:

- Industry standard [REDACTED] microcomputer, server, network, and web hardware and software products.
- Exposure to micro [REDACTED] computer software development techniques, including [REDACTED] use of relational databases and application generation tools.

- Help Desk troubleshooting techniques for personal microcomputers, [REDACTED] printers, network connections and related software, hardware, and cabling.

Skill and Ability to:

- Troubleshoot common backup, [REDACTED] microcomputer, server, network, and web software and hardware problems.
- Solve [REDACTED] straightforward backup, [REDACTED] microcomputer, server, network, and web software and hardware problems.
- Deal with concurrent customer support situations.
- Perform limited end user training.
- Work in a team environment or independently as needed.
- Use good time management skills.
- Act as a first point of phone contact with Technical Services' Help Desk. Project a positive and knowledgeable customer service presence.

LICENSE AND CERTIFICATES

Possession of a valid California Class C driver's license.

TRAINING AND EXPERIENCE

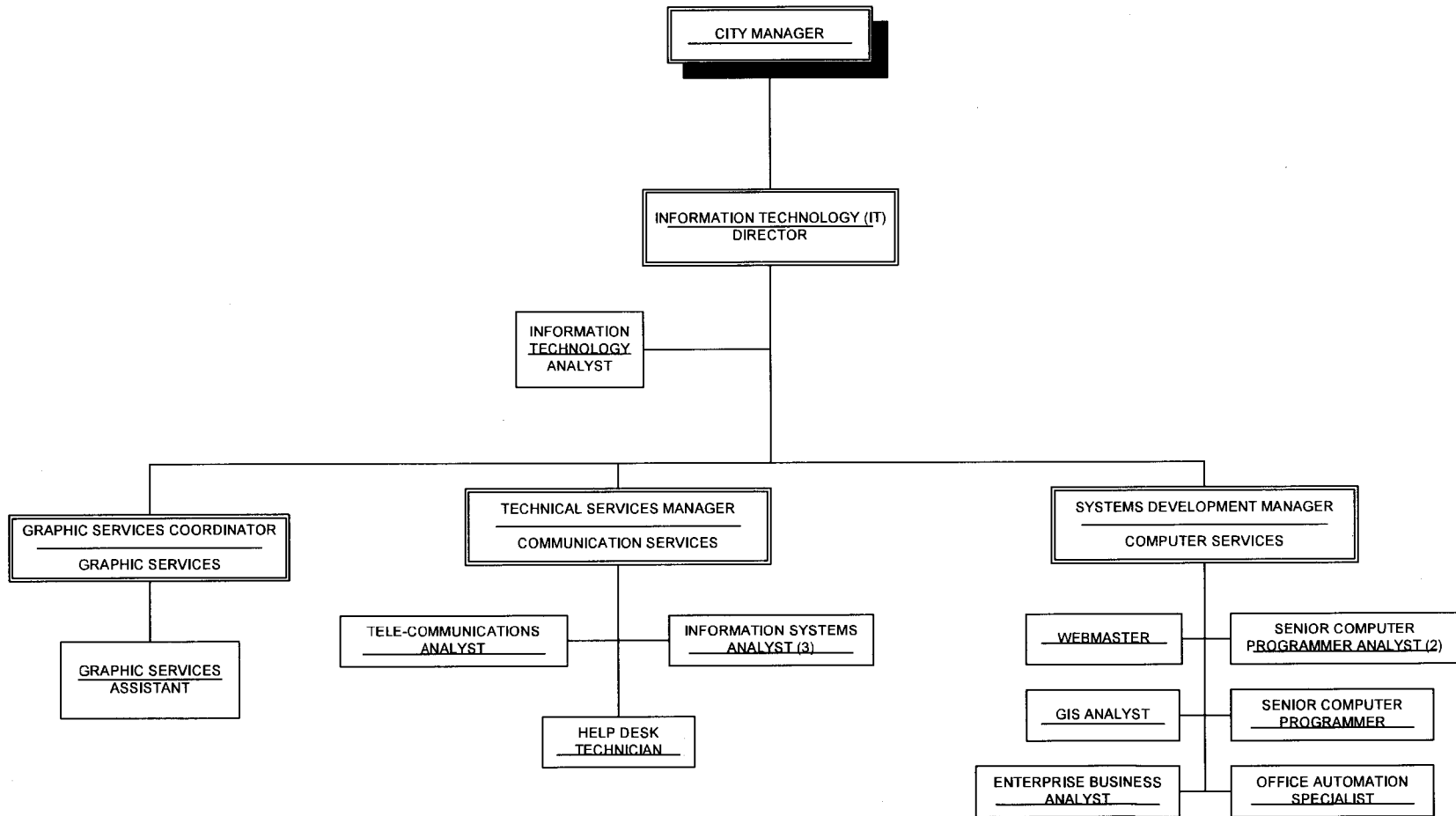
A combination [REDACTED] of [REDACTED] experience and education [REDACTED] would [REDACTED] qualify [REDACTED] for the position. A typical [REDACTED] path [REDACTED] qualifying would be an [REDACTED] Associate [REDACTED] degree or technical certification and [REDACTED] exposure to basic microcomputer, server, network, [REDACTED] and/or web products including word processing, spreadsheet, graphics and relational database. Experience in an Operations, Help Desk, or Customer Service phone environment is highly desirable.

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS

- Require vision (which may be corrected) to read small print.
- Require the mobility to stand, stoop, reach and bend. Require mobility of arms to reach and dexterity of hands to grasp and manipulate small objects.
- Require the ability to stand for long periods.
- Require the ability to walk long distances.
- Perform work which involves the frequent lifting, pushing and/or pulling of objects which may approximate 50 pounds and may occasionally weigh up to 100 pounds.
- Is subject to office environmental conditions.

ATTACHMENT 2

INFORMATION TECHNOLOGY DEPARTMENT



§ 3.05.015 CLASSIFIED SERVICE; APPLICABILITY.

The Civil Service System shall be applicable to all departments, offices, positions and employments and all persons employed by the City except the following:

- A. Elective offices;
- B. Members of appointive boards, commissions and committees;
- C. Persons engaged under contract to supply expert professional or technical services for a definite and limited period of time;
- D. The Chief Administrative Officer, whether termed as such, or as City Manager, Coordinator, or by any other term intended to designate the supervisor and superintendent of the overall administration of the City;
- E. Assistant Administrative Officers, Assistants to the Chief Administrative Officer, the Personnel Director, the Labor Relations Officer, Public Works Director/City Engineer and such staff assistants to any of said officers as the City Council may authorize.
- F. Volunteer personnel, crossing guards, or other employees holding seasonal, limited or temporary appointments of limited duration, or serving on a part-time basis;
- G. Staff assistants to the head of a department or division as may be authorized by the City Council.
- H. Professional and technical employees in the field of information technology, who perform design, development, documentation, analysis, acquisition, installation, creation, technical support, testing or modification of computer systems or programs.