ASHEVILLE, NORTH CAROLINA

Classification Specification

Help Desk Specialist
Job Code: 2520
FLSA: Non-Exempt

Purpose of Classification:

The purpose of this classification is to receive, respond to, and/or route requests for assistance in resolving problems and issues with computer hardware and software systems.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Receives, records, and distributes help desk calls, emails, and other requests: logs calls into automated system; asks questions and assesses problem; determines priority of request; routes calls to appropriate department personnel; and identifies, researches, and resolves routine technical problems.

Installs and updates computer and desk phone profiles and mobile phones for new and transferring employees: schedules installations; installs, downloads, and/or deletes requested software, applications, etc.; provides access to City data and network resources at appropriate security level; synchronizes logins; and provides instructions regarding functionality, access to resources, usage, and other routine issues.

Manages password recovery tool and two-step verification: provides enrollment instructions to new employees; receives and responds to related questions and issues; troubleshoots enrollment process; identifies problems;

provides resolutions and recommendations to solve identified problems; and coordinates with division managers to ensure enrollment of all staff members.

Performs related duties in support of department operations: writes and updates procedures for Help Desk solutions database; notifies employees of planned system maintenance or service interruptions and maintains related report; and trains interns and temporary personnel on Help Desk procedures.

Maintains an awareness of new applications, technologies, technical methods, trends, and advances in the profession: reviews publications, technical manuals, and websites to increase knowledge of computer and software systems and operations; and attends conferences, workshops, and training sessions as appropriate.

Communicates with supervisor, other City employees, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, work orders, technology set up forms, service interruption notices, outage reports, help desk solutions, templates, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review or modify data, utilizing word processing, spreadsheet, database, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Communicates with City officials, supervisor, other City employees, vendors, the public, public safety employees, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

Associate degree in Information Systems or a related field required; supplemented by one year of experience in customer service, technical support, or related field; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: None.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver, and/or control the actions of equipment, machinery, tools and/or materials requiring complex and/or rapid adjustments.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

ADA Compliance:

Physical Ability: Tasks require the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.