

CITY OF TUALATIN

Classification Description

Job Title: Desktop Support Technician
Department: Information Services
Reports To: Information Services (IS) Manager
FLSA Status: Non Exempt

SUMMARY: Under general direction from the IS Manager, performs activities necessary for the efficient, reliable operation of the City's computer system(s), networks and PC's. Supports VoIP telephone system, Police MDCs, Library public and City PCs, City printers and coordinates and/or provides maintenance on existing hardware.

ESSENTIAL DUTIES AND RESPONSIBILITIES: include the following. Other duties may be assigned.

Configures, installs, maintains and obtains local area network hardware, software, and telecommunications services such as personal computers, system software, software applications, printers, servers, cabling, and similar equipment essential to city-wide information systems.

Maintains performance specifications of the citywide local area network.

Establishes and maintains network users, user environment, directories, and security. Manages user accounts on all systems.

Travel to multiple city facilities to perform system/program implementation and maintenance. Drive to city facilities, vendors, training programs, and local and regional meetings as necessary.

Respond with courtesy to the needs and questions of network users concerning their access to resources on the network and the operation of various software programs.

Communicates effectively with other departments to report and resolve software, hardware, and operations problems.

Establishes and maintains positive working relationships within the organization, other agencies and public officials.

Promotes a team environment and contributes positively to the achievement of organizational goals.

SUPERVISION: Receives direction from the IS Manager on specific projects and/or programs. This job has no supervisory responsibilities. May provide training to other personnel. Work is subject to periodic review while in progress or upon completion by the supervisor.

COMPETENCIES: To perform the job successfully, an individual should demonstrate the following competencies:

Adaptability - Adapts to changes in the work environment; Manages competing demands; Able to deal with frequent change or unexpected events; Changes approach or method to best fit the situation.

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

Attendance & Punctuality – Consistently at work and on time; Arrives at meetings and appointments on time.

Cost Consciousness - Works within the approved budget; Conserves organizational resources.

Customer Service - Manages difficult or emotional customer situations; Understands and applies the principles of quality customer service; Responds promptly to customer needs and to requests for service and assistance; Solicits customer feedback to improve service.

Dependability - Follows instructions and responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

Design - Generates creative solutions; Applies design principles; Demonstrates attention to detail. Makes use of manual and software design tools.

Diversity - Shows respect and sensitivity for cultural differences; Promotes and supports a harassment-free environment.

Ethics - Treats people with respect; Inspires the trust of others; Works ethically and with integrity; Upholds organizational values.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Interpersonal Skills – Focuses on cooperatively resolving conflict; Maintains confidentiality; Actively listens to others without interrupting; Conveys a positive image of the City and its services; Keeps emotions under control; Remains open to others; ideas and tries new things.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Oral Communication - Speaks clearly and persuasively; Listens and gets clarification; Responds well to questions; Participates in meetings.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Planning & Organizing – Prioritizes and plans work activities; Uses time resources efficiently; Plans for additional resources; Sets goals and objectives.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Uses reason even when dealing with emotional topics; Works well in group problem solving situations.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of status or position; Inspires respect and trust; Accepts responsibility for own actions; Follows through on commitments.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness; Applies feedback to improve performance; Monitors own work to ensure quality.

Safety and Security - Observes, and ensures others observe, safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses, and ensures other staff use, equipment and materials properly.

Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Technical Knowledge/Ability: Thorough specialization in computer science to include applications, systems, system programming, computer operations, data recovery and security, networks and PC-based hardware and software. Working knowledge of computer equipment operating characteristics. Ability to analyze information needs of users in unfamiliar specialties and resolve their problems, direct them to training resources or to someone else on the IS Team that can assist them. Ability to communicate highly technical concepts to all levels of employees, and to clearly write in a technical format. Ability to install and operate computer equipment and software.

Advanced knowledge of the following: Windows XP, Windows 7, Exchange, and a VoIP telephone system. Strong knowledge and demonstrable skills in Active Directory, DNS and DHCP. Strong familiarity with TCP/IP, network protocols, operating system configuration, printers and other network attached devices commonly found in an office environment.

Ability to manage small to medium sized systems deployment projects.

Language Skills: Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information, and respond to questions from groups of managers, clients, customers, and the general public. Strong customer services skills focused on communication, problem resolution, education and timeliness. Communicates effectively in verbal and written format with a variety of people at different levels of computer literacy. Create and deliver training programs to diverse audiences.

Reasoning Ability: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables. The ability to make recommendations to the IS Manager on technologies and to participate in IS/GIS strategic planning discussions. Exercises sound judgment and is able to handle customer concerns and complaints calmly and effectively.

Certificates, Licenses, Registrations: Possession of, or ability to obtain possession of, a valid Oregon driver's license prior to appointment, and the ability to be insured.

EDUCATION & EXPERIENCE: Bachelor's Degree in Computer Science plus three years experience in the area of computer support in a networked environment as well as in hardware and computer software applications. Any equivalent combination of education and experience, which would enable the person to perform the essential functions of the position and allow them to adapt quickly to shifting information technology needs.

PHYSICAL DEMANDS & WORK ENVIRONMENT: The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is: regularly required to sit and talk or hear; frequently required to stand; walk; and use hands to finger, handle, or feel; occasionally required to reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Hand-eye coordination is necessary to operate computers and various pieces of office equipment. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Work is performed mostly in office settings with extensive computer workstation inflexibility. Office environment is fast paced and characterized by frequent deadlines/continual interruptions and moderate noise level. Employee must have the ability to work a non-traditional schedule and respond outside of assigned work hours in the case of power outages and/or equipment malfunctions/failures.