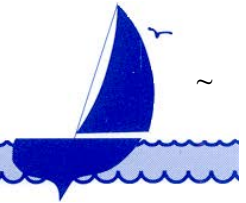




City of Des Moines, Washington

JOB DESCRIPTION



IT SUPPORT SPECIALIST

Regular, Full-time

Salary Grade: G-19

FLSA Status: Overtime Eligible

Union Status:

Non-represented

EEO Category:

Para-professional

Nature of Work

Under the direction of the Information Technology Manager, this position supports the City's information technology operations and customer technology needs. The incumbent will respond to and resolve issues with assigned IT systems and services. This is a first-level technical support position which will provide support based on established troubleshooting work flows and common problem resolutions. The incumbent will provide a high-level of customer service and must possess strong technical knowledge and the ability to communicate effectively to understand the problem and explain the solution.

Essential Functions

- Communicates with customers; provides information, troubleshoots and assists on routine questions involving assigned system processes and procedures.
- Performs routine tasks such as password resets, network/email/system account creation, web site unblocking, role assignment and tracking.
- Tracks, troubleshoots and resolves system problems and issues of limited scope following established guidelines and procedures and assures resolution through proper follow-up.
- Participates in defining operational, system and functional changes and routine requirements gathering and analysis.
- Participates in preparing test plans, testing, researching requirements, and maintaining tables and records.
- Prepares system documentation; updates manuals, instructions, and operating procedures.
- Provides consultation to the business unit and recommends changes to improve operations utilizing technology solutions.
- Participates in roles/security administration, audit preparation, and maintenance of system and data integrity.
- Updates standard queries following established procedures. Develops routine reports; document tables and data used in the preparation of reports and queries.
- Participates in testing proposed system interfaces, enhancements, and upgrades.
- Trains users on the operational use of modules and systems.
- Builds, maintains and adheres to documented procedures for IT operations.
- Establishes and maintains cooperative, effective working relationships with co-workers, other City employees, and the general public using principles of good customer service.
- Reports for scheduled work with regular, reliable and punctual attendance.
- Performs other duties as assigned, including but not limited to being assigned to work in other functional areas to cover absences or relief, equalize peak work periods, or balance the workload.

Necessary Knowledge, Skills, and Abilities*Knowledge of:*

- Spillman, ACCESS, CAD, Live Scan, and Quadrant.
- Personal computers, desktop operating systems, applications and PC peripherals.
- Law enforcement services and responsibilities.
- Customer service and service desk ITIL practices
- Interpersonal skills using patience, tact and courtesy

Skill and ability to:

- Receive customer service requests and respond to service desk calls effectively.
- Record, analyze, troubleshoot, repair and /or escalate calls.
- Learn City's technology systems quickly to support customers.
- Proficiently operate a computer, including the use of Word, Excel, PowerPoint, Publisher, and Outlook and similar programs.
- Understand, translate and document technical information into non-technical language when appropriate.
- Enter data into computer systems with speed and accuracy.
- Plan and organize work.
- Work independently and make decisions under broad guidelines.
- Meet deadlines.
- Work under pressure and/or continual interruptions, and to deal with a variety of deadlines of both an immediate and flexible nature.
- Handle a fast-paced environment with multiple concurrent tasks and changing priorities.
- Maintain confidentiality regarding sensitive information and confidential records.
- Demonstrate attention to detail.
- Maintain fair, equitable and cooperative working relationships with co-workers, officials and general public.
- Communicate effectively, both orally and in writing, with the public, other employees, using tact, discretion and courtesy.

Education and Experience Requirements

- An Associate's degree in information technology operations or related field
OR
- Four (4) years' of progressively responsible experience in information technology support and customer service.
- An equivalent combination of education and experience that would provide the required knowledge, skill and abilities to perform the essential duties listed above.
- Spillman, ACCESS, CAD, Live Scan, and Quadrant experience, desired.
- Public sector experience, preferred.

Special Requirements

- Possession of and the ability to maintain throughout employment a valid Washington State Driver's License with a good driving record.
- Successful completion of a pre-employment background and criminal history check.

- Because of the known effects of tobacco use, the City of Des Moines does not hire applicants who use tobacco products.

Working Conditions and Physical Abilities

Work is primarily performed in an office setting. Hand-eye coordination and fine-manipulation skills are necessary to operate computers and a variety of office machinery. The position requires the ability to speak and hear to exchange information, sit for extended periods, stand, bend, stretch, climb, kneel, crouch, crawl, balance, and stoop. The employee is regularly required to lift up to 50 pounds. Driving to various office locations is required.

Equal Opportunity Employer

- The City of Des Moines is committed to hiring a diverse workforce and all qualified applicants, including all ethnic backgrounds and persons with disabilities, are encouraged to apply. The City is an Equal Opportunity Employer and does not unlawfully discriminate on the basis of race, sex, age, color, religion, national origin, marital status, sexual orientation, veteran status, disability status, or any other basis prohibited by federal, state, or local law.
- In accordance with the Americans with Disabilities Act, an employer is obligated to make a reasonable accommodation only to the known limitations of an otherwise qualified individual with a disability. In general, it is the responsibility of the applicant or employee with a disability to inform the employer that an accommodation is needed to participate in the application process, to perform essential job functions or to receive equal benefits and privileges of employment.

General Information

- The statements contained herein reflect general details as necessary to describe the principal functions for this job description and the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements.
- The physical abilities described above are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The provisions of this job description do not constitute an expressed or implied contract. Any provision contained herein may be modified and/or revoked without notice.
- Updated October 2019.