HELP DESK TECHNICIAN
(City of Albany)

DISTINGUISHING FEATURES OF THE CLASS: This position involves the responsibility for providing first line customer support assistance to component City of Albany departments and external customers using technology services supported by the City of Albany. The incumbent is responsible for providing technical assistance via telephone and/or email communication by evaluating, diagnosing and trouble-shooting customer computer problems related to software packages and basic hardware issues and offering resolutions to the problems. The work is performed under general supervision, with leeway allowed for exercising independent judgment in carrying out details of the work. Supervision is not typical of this class.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Receives departmental requests for service, suggestions and comments and schedules department work;
- Provides departments/ employees with first-level diagnosis and trouble-shooting of computer problems relating to IT hardware, software, networking and other related technologies;
- Resolve problems during the initial department/ employee contact whenever possible;
- Refers more complex questions and problems involving computer hardware, connectivity, software and peripheral equipment associated with the computer system to the appropriate technical specialist;
- Follows-up with department/ employees to ensure that problems are resolved and updates them regarding actions taken or planned;
- Creates and maintains a knowledge database of on-going repeated problems, including resolutions to these problems;
- Prepares activity and progress reports to detail status of existing technical issues and the course of action taken or planned;
- Prioritize incidents with employees and escalates high severity incidents to the appropriate technical specialist;
- Develops and disseminates forms and detailed written procedures for employees to follow in making suggestions and reporting problems;
- Reviews applicable systems and operations standards and documentation and makes recommendations to systems and operations personnel for improvements;
- Attends software application training sessions in to upgrade diagnosing and troubleshooting skills;
- Maintains IT databases used at Support such as Department/ Employee IT information listings and employee system Sign-On/Password information for department use;
- Trains City of Albany employees in the use of available applications, software and hardware;

- Works with departments/ employees to improve current services;
- Enters and retrieves information in an automated information system;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of PC hardware and operating systems software;
- Thorough knowledge of the operation of computers and peripheral equipment;
- Good knowledge of Windows-based software and applications;
- Good knowledge of diagnosing hardware and software problems;
- Good knowledge of information technology help desk procedures, processes and practices;
- Working knowledge of data communication network operations;
- Ability to guide customers in the use of technology and various software packages;
- Ability to establish effective working relationships with others;
- Ability to solve technology related problems;
- Ability to comprehend oral and written technical information;
- Ability to communicate clearly both orally and in writing;
- Customer service orientation;
- Initiative, tact, patience;
- Good judgment;
- Resourcefulness;
- Reliability;
- Accuracy;
- Good knowledge of personal computers and office equipment;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

A. Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree (or higher) in Computer Science or a related field; **OR**

B. Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in Computer Science or a related field, and two (2) years of full-time, paid experience in an information processing center comparable in size and function to that of the City of Albany in which the employee had responsibility for frequent user contact for purposes of user training and diagnosing and resolving user hardware and software problems; **OR**

C. A certificate from a recognized training school showing satisfactory completion of a training course in Computer Science and three (3) years of the above experience; **OR**

D. Graduation from high school, or possession of a high school equivalency diploma, and four (4) years of the above experience; **OR**

E. An equivalent combination of training and experience as indicated above.

SPECIAL NOTE: For the purpose of determining a field comparable to Computer Science, the degree possessed must include, or be supplemented by, the following:

1. A minimum of thirty-five (35) semester credit hours in Computer Science; **AND**
2. A minimum of six (6) semester credit hours in Mathematics.