



Code: 0689

Family: Information Technology

Service: Administrative

Group: Clerical, Accounting, and General Office

Series: Information Technology

CLASS TITLE: SENIOR HELP DESK TECHNICIAN

CHARACTERISTICS OF THE CLASS

Under supervision, performs at the fully functional level, providing technical support on moderately complex personal computer (PC) and PC network malfunctions, and performs related duties as required

ESSENTIAL DUTIES

- Responds to calls to the help desk and escalated calls from first-level response, asking questions and obtaining information from users that will assist in assessing the extent of software and hardware problems experienced
- Monitors the network via a terminal to read and view files on servers and to conduct varied connectivity tests to isolate and identify source of personal computer and network malfunctions
- Responds to moderately complex questions and assists users on computer and software-related issues (e.g., setting up E-mail accounts/usernames/passwords, accessing the Internet, operating personal computers and software)
- Provides assistance to users and resolves problems of a more complex nature relating to gaining access and using mainframe, Oracle, and other software applications on the network
- Troubleshoots and resolves a wide range of connectivity, hardware, and software problems
- Travels to field sites to independently troubleshoot network problems and resolve hardware and software malfunctions, as required
- Completes work orders to document work performed
- Instructs users in the operation of new or upgraded software applications
- Sets up computer work stations and peripheral equipment and loads and tests software packages onto PCs
- May oversee lower level staff in resolving user problems at field locations

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Fifteen semester hours in Computer Sciences or Information Technology/Systems, plus two years of experience in performing technical support functions, or an equivalent combination of education, training and experience.

Licensure, Certification, or Other Qualifications

- Some positions may require a valid State of Illinois driver's license
- Some positions may require the permanent use of an automobile that is properly insured, including a clause specifically insuring the City of Chicago from accident liability

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Personal computers and peripheral equipment (e.g., desktop computer, laptop computer, hand-held computer, computer terminals, modems, scanner)
- Local area/wide area communications network
- Client/server computer
- Mainframe computer

PHYSICAL REQUIREMENTS

- Ability to operate a personal computer and related equipment

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Moderate knowledge of:

- *operation and installation of hardware and peripheral equipment
- *multiple computer software packages and their applications
- *methods, practices, and procedures for analyzing and resolving computer-related problems
- *commercial computer systems applications and their capabilities

Some knowledge of:

- distributed and centralized computer and computer operating systems
- network and network operating systems
- data security policies and processes
- space management, file back up, and restoration/disaster recovery techniques
- methods and principles governing the installation, maintenance, and repair of communication networks
- operation and administration of servers and local and wide area network infrastructures and teleprocessing equipment
- principles and methods of data communications systems administration

Knowledge of applicable City and department policies, procedures, rules and regulations

Other knowledge as required for successful performance in the Help Desk Technician class series

Skills

- ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- SYSTEMS EVALUATION - Identify measures or indicators of system performance and the actions needed to improve or correct performance relative to the goals of the system
- INSTALLATION - Install equipment, machines, wiring, or programs to meet specifications

- REPAIRING - Repair machines or systems using the needed tools
 - TROUBLESHOOTING - Determine causes of operating errors and decide what to do about it
- Other skills as required for successful performance in the Help Desk Technician class series

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense

Other abilities as required for successful performance in the Help Desk Technician class series

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems

Other characteristics as required for successful performance in the Help Desk Technician class series

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
July, 2010

Licensure, Certification or Other Certifications added: November 2014