



**Code: 0690**  
Family: Information Technology  
Service: Administrative  
Group: Clerical, Accounting, and General Office  
Series: Information Technology

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## **CLASS TITLE: HELP DESK TECHNICIAN**

### **CHARACTERISTICS OF THE CLASS**

Under supervision, performs help desk functions to provide basic assistance and technical support to personal computer (PC) and PC network users, and performs related duties as required

### **ESSENTIAL DUTIES**

- Responds to calls to the help desk, asking questions and obtaining information that will assist in assessing the extent of software and hardware problems experienced and follows up to determine whether the problems were resolved
- Monitors the network via a terminal to read and view files on servers and to conduct routine connectivity tests to isolate and identify the source of problems
- Responds to 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 routine problems relating to gaining access and using software applications on the network
- Troubleshoots and resolves basic connectivity and software problems and refers more complex problems for resolution
- Travels to field sites to troubleshoot and resolve hardware and software problems, as required
- Documents problems and forwards escalated cases to appropriate staff or private contractors
- Sets up computer work stations and peripheral equipment and loads and tests software
- Instructs users in the operation of new or upgraded software applications
- Prepares work activity reports

**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 OR one year 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**

Some 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

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

### **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
- **REPAIRING** – Repair machines or systems using the needed tools
- **INSTALLATION** - Install equipment, machines, wiring, or programs to meet specifications
- **TROUBLESHOOTING** - Determine causes of operating errors and decide what to do about it

### **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 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
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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.

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City of Chicago  
Department of Human Resources  
July, 2010

Licensure, Certification or Other Certifications added: November 2014