



CITY OF OVERLAND PARK - POSITION DESCRIPTION

<b>TITLE:</b>	Help Desk Support Specialist, Senior	<b>BAND/LEVEL:</b>	TEC II
<b>DEPARTMENT:</b>	Information Technology	<b>JOB NO:</b>	3130
<b>DIVISION:</b>	Information Technology	<b>DATE:</b>	12/1/2017
<b>REPORTS TO:</b>	Manager, Technical Support	<b>FLSA STATUS:</b>	Non-exempt
<b>FT/PT/SEASONAL:</b>	Full-time	<b>COST CENTER:</b>	123
<b>REPLACES:</b>	Help Desk Support Specialist, Senior	<b>LAST REVISED DATE:</b>	03/25/2012

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**JOB SUMMARY STATEMENT:** Provides first level telephone technical support by responding to and diagnosing problems through discussions with users. Uses the Help Desk database to enter calls to the Help Desk for service. Performs problem identification, resolution and follow-up steps. Resolves less complex problems immediately and distributes more complex problems to second level support. Provides telephone support in the use of hardware and software. Updates the Help Desk database to report progress for all work performed. Performs purchasing and inventory control functions. Supports technology at all Council and Committee meetings. Participates in the on-call rotation as required.

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**DUTIES AND RESPONSIBILITIES:**

1. Provides first-level telephone technical support by responding to and diagnosing problems through discussions with users. Uses the Help Desk database to enter calls for service.
2. Performs problem identification, resolution and follow-up steps. Resolves less complex problems immediately and distributes more complex problems to second level support.
3. Provides telephone support in the use of hardware and software.
4. Updates the Help Desk database to report progress for all work performed.
5. Performs purchasing and inventory control functions.
6. Ensures that all audio/visual equipment is in proper working condition and provides assistance in the use of this equipment during all Council meetings and other special meetings as required. Participates in on-call rotation as required.
7. Performs other duties as assigned.
8. The employee must work the days and hours necessary to perform all assigned responsibilities and tasks. Must be available (especially during regular business hours or shifts) to communicate with peers, subordinates, supervisors, customers, vendors and any other persons or organization with whom interaction is required to accomplish work and employer goals.
9. The employee must be punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.



## GENERAL QUALIFICATIONS

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### EDUCATION & SPECIAL LICENSE(S)/CERTIFICATIONS:

- Basic High School Education.
- One year of additional computer related training courses, or an equivalent combination of formal education and work experience.
- **To comply with Kansas Criminal Justice Information System security requirements, must be at least 18 years of age**

### EXPERIENCE:

- Two years of experience working with the PC operating systems and office productivity software used by the City or an equivalent level of experience.
- Two years of experience problem solving on hardware and software preferred.

### SKILLS:

- Personal computer skills.
- Problem solving.
- Basic math concepts.
- Good oral and written communication skills.
- Reading.
- Good listening and organizational skills.
- Tact and diplomacy.

### MENTAL REQUIREMENTS:

- Work independently.
- Ability to prioritize work.
- Ability to analyze basic problems and recommend possible solutions.
- Alpha and numeric recognition.
- Abstract and logical reasoning.
- Decision making ability.
- Ability to adapt to a changing environment.

### PHYSICAL REQUIREMENTS:

- Ability to make and receive phone calls.
- Ability to distinguish colors.
- Hand and eye coordination adequate for data entry.
- Visual stamina and acuity adequate to review alpha/numeric data and to spend long periods looking at computer screen.

### SUPERVISORY RESPONSIBILITY (Direct & Indirect):

- None.

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.