City of Irving Job Description

I.T. Support Coordinator

FLSA Status:	EXEMPT	**Job Department:**	Information Technology (I.T.)
Job Code:	13261	**Reports To (Job Title):**	I.T. Planning and Support Manager

PURPOSE

Ensure the efficient and effective operation of the I.T. Department Customer Service Team and Help Desk. Ensure that customer and end-user requests of I.T. are resolved as quickly as possible, as well as that sufficient information is tracked concerning requests. This position manages communication to end-users requesting I.T. service, and effectively coordinates other I.T. resources involved in incident resolution.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Arrange support for priority response by IT Customer Service staff, staff tasks, resource management and procedures.
- Analyze, monitor, and respond to customers for incident service requests and print requests information.
- Report the activity and performance measures of the IT Service Desk.
- Resolve incidents and service requests for end-users within service level agreement (SLA) timeframes.
- Coordinate the purchase, configuration, and installation of new end-user IT equipment (laptops, desktops, printers, scanners, etc.)
- Coordinate integration activities with network and software teams.
- Coordinate and provide end-user system training, when needed.
- Performs related duties as assigned.

OTHER DUTIES AND RESPONSIBILITIES

- Help departments with purchasing technology based equipment and prepare specifications.
- Provide input and task work on technology-based projects and work as a project team leader or member.

SUPERVISORY RESPONSIBILITIES

Functional and Technical Supervision - Regular responsibility for giving direction and guidance to employees as a lead worker, project manager or internal advisor. As an ongoing part of the position, the employee can expect to supervise approximately 6 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

- Oversee primary point of purchasing for I.T. Customer Service staff.
- Assist departments with technology purchases
- Assist I.T. Planning and Support Manager develop an annual team budget.
- Procure software, hardware, and other technical equipment and components.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- High School Diploma or equivalent

EXPERIENCE

- At least five (5) years of related experience in a technology customer support area, preferably municipal government.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate, valid driver's license.
- CJIS qualified (A conviction for Class B misdemeanor and above is disqualifying.)

KNOWLEDGE OF

- Computers and Electronics: Electric circuit boards, processors, chips, and computer hardware and software.
- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Advanced Math: Mathematical calculations including geometry, trigonometry, algebra, statistics, and calculus.
- Programming Methodology: Necessary computer languages, basic principles, formulas, syntax, and documentation practices.

SKILLS AND ABILITIES IN

- Information Organization: Finding ways to structure or classify multiple pieces of information.
- Critical Thinking: Using logic and analysis to identify the strengths and weaknesses of different approaches.
- Active Learning: Working with new material or information to grasp its implications.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Complex Problem Solving: Identifying problems and reviewing related information to develop and evaluate options and implement solutions.

- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Service Orientation: Actively looking for ways to help people.
- Oral Expression: Communicating information and ideas in speaking so others will understand.
- Deductive Reasoning: Applying general rules to specific problems to come up with logical answers. This involves deciding if an answer makes sense or provides a logical explanation for why a series of seemingly unrelated events occur together.
- Interactive Presentation: Effectively presenting information and responding to questions from groups of managers, clients, customers, and the general public.
- Functional Supervision: Motivating, developing, and directing people as they work, and identifying the best team members for tasks/projects.
- Management of Material Resources: Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
- System Evaluation: Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.
- Systems Analysis: Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- Social Perceptiveness: Being aware of the reactions of others and understanding why they react the way they do.
- Negotiation: Bringing others together and trying to reconcile differences.
- Teaching: Conveying new concepts and confirming comprehension by listener.
- Hands-On Technical Support: Performing basic hands on computer, peripherals and wireless device diagnostic work for executive management team and City Council.

GUIDANCE RECEIVED

Priorities and Policies
Organizational priorities and policies, along with professional standards and best practices, guide decisions and direction or advice given to others. Typically makes recommendations to superiors after considering various alternatives. Proactively addresses needed changes to policies, methods and procedures and obtains approval.

CONTACTS

The employee interacts with City staff, generally key administrative support up through the manager level, across multiple Departments when troubleshooting technology related issues, installing/configuring desktop level software/hardware, receiving/reviewing print service requests, and providing end users with training.

Externally, s/he interacts with Vendors for the purpose of making purchases, receiving technical support, best practices, upgrade information, and technical advancements. Also, engages with staff from other organizations for the purpose of establishing relationships, knowledge transfer, and general industry networking for the benefit of the city.

EQUIPMENT AND PROPERTY

Personal computers, iPads, cell phones, laptops, printers/copiers, and a variety of desktop software. Also, I.T. fleet vehicles.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

The employee constantly is required to carry, grasp, handle, feel, lift up to 10 pounds, listen, reach, see, sit, stand, talk, and/or walk. Frequently, s/he is required to kneel, lift up to 25 pounds, and/or stoop. Occasionally, s/he is required to balance, crawl, drive a vehicle, lift up to 50 pounds, push, and/or pull. Rarely, s/he is required to lift more than 100 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

HVAC-controlled environment at desk; sometimes, the employee must work outside in heat or cold depending on where technology equipment is housed. Also, must drive city vehicles to various locations several times per day to provide support.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.