

	<b>THE CITY OF KEY WEST</b> Job Description	<b>Non-Union, Hourly Position</b>	
		<b>DATE OF REVISION</b>	<b>11/01/2012</b>
<b>POSITION</b>	<b>COMPUTER SUPPORT TECHNICIAN</b>	<b>MIN. HOURLY WAGE</b>	<b>\$18.0202</b>
<b>DEPARTMENT</b>	<b>INFORMATION TECHNOLOGY</b>		
<b>JOB CODE</b>	<b>43845</b>	<b>GRADE</b>	<b>N29</b>

**PHYSICAL LOCATION:**

- 3102 Flagler Ave

**REPORTING RESPONSIBILITIES:**

- Information Technology Director or designee.

**GENERAL FUNCTIONS:**

- Position serves as the first point of contact for staff seeking technical assistance from IT Department answering routine computer questions. Provides administrative support to the Department Director and the department maintaining smooth operation of the IT Department.

**ESSENTIAL FUNCTIONS (Without Accommodations)**

- Able to read, write, speak and understand English.
- Able to work a forty (40) hour work week and overtime when necessary.
- Able to use equipment and/or materials as specified in this job description.
- Able to see and hear well enough to perform the duties specified in this job description.
- Able to lift articles weighing twenty five (25) pounds.
- Able to satisfactorily perform duties.
- Valid Florida driver's license.

**EQUIPMENT TO BE USED:**

- AS/400 computer, personal computers, related peripherals and office equipment.

**ENVIRONMENT:**

- Air-conditioned office and offsite locations, occasionally outdoors.

**PHYSICAL REQUIREMENT:**

- Sitting 80%
- Walking 15%
- Climbing 2%
- Bending 2%
- Reaching 2%
- Lifting 4%
- Standing 5%

**DUTIES/TASKS/JOBS:**

- Primary responsibility is user support and customer service. Be present and visible at the Help Desk and available to users requiring technical assistance.
- Provide helpdesk support to all users. Identify and document system/user/hardware problems. Determine severity of problems and document accordingly. Resolves problem situations per written procedures and assists customers with standard operating procedures. Forwards higher level problems to more experienced support staff.

- Utilize software to monitor, manage and resolve open tickets and Network Application Account Requests within the established timeframes while providing quality customer service.
- Log work orders in ticket software for tracking and resolution.
- Perform periodic work order reviews and take action as needed.
- Communicate with various hardware and software vendors to resolve issues.
- Perform problem resolution activities according to established procedures and makes supervised-decisions that impact assignments.
- Direct calls to appropriate IT staff as necessary.
- Learn fundamental operations of commonly used software, hardware and other equipment.
- Perform upgrades, maintenance, installation and backups as needed for Windows-based computers.
- Assist with various operational and I-Series duties. Perform basic UNIX troubleshooting.
- Use software to monitor network, and server connectivity uptimes/downtimes.
- Proactively communicates status reports and issues to managers.
- Engage and coordinate with 3rd party vendors (i.e. AT&T, IBM and Sungard).
- Assist in the maintaining and issuing of communications devices (cellular phones and air cards) on the Verizon network.
- Provide assistance with city telecommunication requests and problems.
- Keep records of telecommunication assets which are loaned to City of Key West employees.
- Prepare purchase requisitions and monitor office expenditures.
- Assist with special projects; statistical information and reports as directed by IT Director.
- Maintain familiarity with city owned software applications as updated, i.e.: Windows, Microsoft Office and Outlook.
- Assist in maintaining department files, including all operation records and reports.
- Prepare the departments Bi-weekly payroll account for approval.
- Maintain department files, including all operation records and reports. (Security Apps, Rollout Checklists and Purchase Orders).
- Prepare monthly department reports and submit to department Director and web administrator.
- Provide backup support for Key West Police Department.
- Provide backup for Channel 77 city meetings.
- Assists in ordering and getting quotes and inventorying supplies.
- Other duties as assigned.

**REQUIRED KNOWLEDGE/ SKILLS / ABILITIES/ QUALIFICATIONS:**

- Minimum of 2 years experience in desktop support function.
- Sense of urgency for incident resolution
- Strong Technical Helpdesk experience analytical and troubleshooting skills
- Strong working knowledge of the following technologies and/or platforms: Windows 2000 through XP / 7  
Microsoft Office 2003/2007, 2010 Internet Explorer 8.0 and Cisco VPN
- 3-5 years providing primary support for PC, LAN and IP network equipment
- 3-5 years full-time experience with personal computers
- 3-5 years full-time experience in a Windows domain or Active Directory network environment
- Knowledge of Windows based computer and related software including Microsoft Office, Outlook, Excel, and Word.
- Ability to work independently within the scope of existing City and departmental rules.
- Ability to multi-task in a fast paced environment with minimal direction
- Ability to communicate in a polite and effective manner with co-workers, City officials and the general public.
- Ability to follow oral and written instructions.
- Knowledge of modern office practices, procedures and equipment.
- Good interpersonal skills, ability to work well with others and helpful attitude.
- Ability to provide direction over the phone with professional demeanor.
- Good problem solving skills.
- Ability to multitask, exercise patience and professionalism.

- Able to work responsibly with or without direct supervision.
- Previous customer service experience.
- Willingness to attend training and/or computer related seminars as required.
- Experience with I-series IT operations preferred.
- High school graduate.
- College level course work.
- Minimum of three years related work experience as determined by department head.
- Able to demonstrate the ability to recognize and solve problems.
- Florida's driver's license.

**Periodically duties, equipment, material, and/or job setting(s), other than those listed, are required and will be considered as part of the regular job while in effect.**

**The listing of tasks is in no way to be considered a complete listing of all possible tasks, nor is the requirement for an ability or skill a guarantee that the ability or skill is going to be used.**

**I \_\_\_\_\_ have read this job description and hereby agree with the above noted "Acknowledgments", that I meet the requirements and qualifications and if hired, can perform these and related duties as assigned. I further affirm that I understand this job description may be amended periodically, as is the right of the City.**

\_\_\_\_\_  
**Applicant Signature**

\_\_\_\_\_  
**Date**

**THE CITY OF KEY WEST IS AN EQUAL OPPORTUNITY AFFIRMATIVE ACTION  
VETERANS PREFERENCE EMPLOYER  
& A DRUG-FREE WORKPLACE**

**Apply at:**

**City Hall, Office of Human Resources  
3102 Flagler Avenue  
Key West, FL 33040  
Office Telephone: (305) 809-3714**