

**CITY OF GREENBELT, MD
CLASS SPECIFICATION**

CLASS TITLE: Help Desk Analyst II
DEPARTMENT: IT
REPORTS TO: IT Director

SALARY GRADE: 9
FLSA STATUS: NE
DATE: 11/2022

JOB SUMMARY AND DISTINGUISHING FEATURES OF THE WORK:

This position provides Tier I technical support for the phone system, email, and all other hardware and software used by City employees. Work is performed under the moderate supervision of the IT Director.

ESSENTIAL JOB FUNCTIONS:

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Assist in performing system backups and recovery on a daily basis.

Field incoming help requests from end users via both telephone and email in a courteous manner.

Answer, log, and track all phone and email problems reported to the Help Desk using Track-It software. Accurately collect and document all pertinent end user identification information-including names, department, contact information, and nature of problem or issues to effectively solve the problem. Follow up on status of problems that remain open.

Provide Tier I phone and email support and resolve as many inquiries and problems as possible during first contact with user. Escalate any issues to appropriate resources (Tier II or Tier III support) if necessary

Provide basic telephone and email support of hardware, operating systems, Microsoft Office, and other software.

Perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications.

Responsible for installing, servicing and moving computers, printer, servers, networking devices, storage devices and related equipment

Access software updates, drivers, knowledge bases, and frequently asked questions resources on the Internet to aid in problem resolution if necessary.

IMPORTANT JOB FUNCTIONS:

Assume ownership of problems until call can be closed and inform users when problems are resolved.

Acquire and maintain knowledge of relevant hardware and software.

Perform preventative and routine maintenance.

Assist in the deployment of IT equipment. Assist in coordinating equipment delivery and change-out, software licensing compliance and inventory/asset control.

Partner with level II & III technical support to research, test, and provide recommendations for department performance improvements.

Develop help sheets and FAQ's for end users.

Prepare routine user or support staff instructions and procedures.

Baker Tilly's SAFE® System

Assist in creating and maintaining Active Directory, voicemail, and email user accounts and group distribution lists.

Analyze and make recommendations regarding user support needs or improving customer satisfaction.

Assist with server-based activities associated with patch management, backup and recovery

Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

Desktop computers, printers, switches, routers, servers

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

Associate's Degree from an accredited college or university in Computer Science or a related field; and,

Considerable progressively responsible related experience; or,

Any combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

Licenses and Certifications:

Valid Driver's License

Microsoft Office Specialist desirable

Microsoft Certified Desktop Support Technician desirable

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Various systems, hardware, software, and peripherals

Department organization, standard operating guidelines and policies, rules, and regulations.

Skill in:

Providing excellent customer service

Communicating orally and in writing with internal staff and other departmental staff in order to give and receive information in a courteous manner.

Operating and maintaining all assigned equipment required to perform the essential functions of the job.

Ability to establish and maintain effective working relationships with fellow employees, city officials, other government agencies, and the general public.

Ability to work independently, multitask and coordinate and organize multiple projects.

This classification involves seldom physical agility requirements such as: climbing, stooping, kneeling, crouching, crawling, reaching, pushing, pulling, repetitive motions and manual dexterity. This is light work requiring the exertion of up to 10 pounds of force.

Working Conditions:

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust.

The incumbents working conditions are typically quiet.

NOTE: This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.