



<b>CLASSIFICATION TITLE:</b> IT Customer Service Technician II	<b>JOB NUMBER:</b> 7125	<b>AFFILIATION:</b> Unaffiliated (Non-Union)
<b>REPORTS TO:</b> IT Customer Service Supervisor	<b>PAY GRADE:</b> 18	<b>FLSA STATUS:</b> Non-Exempt

## GENERAL SUMMARY

Performs intermediate technical work receiving, prioritizing, documenting and actively resolving help requests to ensure proper computer operations, and related work as apparent or assigned. Work is performed under the limited supervision of the IT Customer Service Supervisor ("supervisor").

## CORE VALUES

All employees are expected to model and foster the City of Richland's core values in the performance of their duties and their interactions while representing the City. The values of *Teamwork*, *Integrity*, and *Excellence* promote and maintain a high level of morale and productivity, and are the tie that binds all City employees together, across all functions.

## ESSENTIAL JOB FUNCTIONS

*To be successful in this position, an individual must be able to perform each essential function satisfactorily. Additional duties of a similar nature and level may also be assigned. The City may make reasonable accommodations to enable a qualified individual with disabilities to perform the essential functions.*

- Fields incoming help requests from end users via both telephone and e-mail in a courteous manner.
- Prioritizes and schedules problems; escalates problems to the appropriate experienced technician.
- Records, tracks, and documents the help desk request problem-solving process, including all successful and unsuccessful decisions made and actions taken through to final resolution, and performs all essential functions of the IT Customer Service Technician I.
- Coordinates with departmental management to assess departmental needs and objectives as they relate to the initial and continued use of municipal applications.

- Assists in the coordination of an applications training curriculum for end users of all levels on all key application systems.
- Creates, administers, analyzes, and reports on end user needs assessments and skills assessments.
- Assesses and recommends the purchase of tools to support the performance of end users on the City's key applications.
- Conducts research into computer-based training products and services in support of development and purchasing efforts.
- Participates in identification and recruitment of instructors and external course providers for specialized software training needs.
- Designs and develops software applications documentation and job aids.
- Assists in the creation and communication of training schedules in consultation with departmental management.
- Assists in the creation and administration of training event and documentation feedback mechanisms; analyzes results, makes recommendations for improvement, and integrates changes.
- Performs other duties as assigned.

## **KNOWLEDGE, SKILLS AND ABILITIES**

*The requirements listed below are representative of the knowledge, skill, and/or ability required to successfully perform the essential functions of the position.*

### **Knowledge of:**

- Applicable Federal, State, and local laws, rules, codes, and regulations related to assigned activities.
- Desktop computer hardware and software, including operating systems.
- Wide range of diagnostic utilities.
- Basic computer hardware.
- Programming languages, including PowerShell
- Diagnostic utilities.
- Modern office practices, methods, procedures, and equipment.
- Record-keeping principles, procedures, and techniques.
- Correct English usage, grammar, spelling, punctuation, and vocabulary.
- Public speaking techniques.
- Interpersonal skills using tact, patience, and courtesy.
- Technical aspects of field of specialty
- Tools such as Microsoft Active Directory, Group Policy and SCCM in enterprise environment
- Administration of Windows OS, Mac OS, and IOS
- Image Development and Deployment.

**Skills and Abilities to:**

- Demonstrate progressive experience in the management of a technical support team.
- Troubleshoot and resolve customer issues with desktop software, hardware, and peripheral devices.
- Utilize desktop and server operating systems.
- Document, track and report data.
- Analyze, conceptualize, and problem-solve issues.
- Exercise independent judgment in analyzing problems, issues, and situations.
- Oversee design, build, and manage contracts.
- Interpret, apply, and explain relevant regulations, policies, and procedures.
- Communicate effectively both orally and in writing; comprehend and use English effectively including producing all forms of communications in a clear, concise, and understandable manner to intended audiences.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner while maintaining a high service level; work independently with little or no direction; set priorities and meet deadlines.
- Operate modern office equipment including computer equipment and specialized software application programs.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Provide continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality customer service.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**SPECIAL REQUIREMENTS**

- Obtain A+ (Hardware and Software), MCTS Certifications within one (1) year of hire.
- Valid driver's license.

**EDUCATION AND EXPERIENCE**

High school diploma or GED and four (4) years of experience working with IT infrastructure, desktop computer hardware, or operating systems.

**COMPETENCIES****Foundational**

- Use Technical/Functional Expertise: Displays an appropriate depth of knowledge and skills as required for the position and commensurate with the time in class.

Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.

- Be Accountable for Performance: Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.
- Provide Excellent Customer Service: Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.
- Communicate Effectively: Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.
- Work Safely: Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.

## PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT

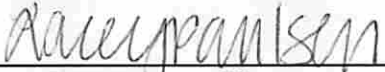
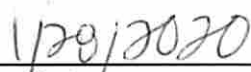

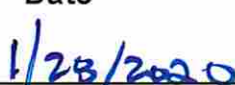

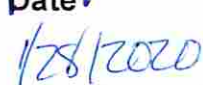
*The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

This work requires regular and punctual attendance at the office or other assigned locations; work requires occasional exertion of up to 50 pounds of force; work regularly requires sitting, using hands to finger, handle or feel and repetitive motions, frequently requires speaking or hearing, and occasionally requires standing, walking, stooping, kneeling, crouching or crawling, reaching with hands and arms, pushing or pulling and lifting; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

**Authorization (for Archive)**

*The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

*The job classification does not constitute an employment agreement between the City of Richland and any employee and is subject to change by the City as the needs of the City and requirements of the job change.*

	
Human Resources Manager	Date
	
Department Head	Date
	
City Manager or Authorized Designee	Date