CITY OF HOUSTON
JOB DESCRIPTION

Job Code: 435.1

Job Title: **IS/IT HELP DESK COORDINATOR**

Pay Grade: 10

GENERAL SUMMARY:

Provides initial support and assistance to computer users with routine hardware, software, and network problems or questions by utilizing a technical knowledge of operating systems, equipment, application packages and troubleshooting techniques.

RESPONSIBILITIES:

- Receives initial requests from computer users regarding hardware, software or network connection problems or questions. Prioritizes requests and enters relevant data into a computerized tracking system.

- Identifies, investigates, diagnoses and resolves routine microcomputer or mainframe hardware, software, network or system problems reported to the help desk.

- Refers more difficult problems or non-routine requests to other technical support staff or supervisors.

- Places service calls with vendors, when required, and coordinates services for the user.

- Advises users of the on-going status of their request and performs follow-up calls to ensure complete problem resolution and satisfactory service. Notifies supervisor of any problems or delays in service.

- Provides "how-to" instructions using a variety of reference manuals and on-the-job training and experience.

- May suggest revisions or updates to the Help Desk Reference and/or Procedures Manual used for problem determination and resolution.

- May prepare monthly and annual reports summarizing activity levels and performance indicators (i.e. number of service calls, turnaround time).

- Performs other duties as assigned.

SPECIFICATIONS:

KNOWLEDGE:
Requires an Associate's degree in Computer Science, Information Science, Electronic Technology or a closely related field.

EXPERIENCE:
No experience is required.

Two years of experience in troubleshooting and diagnosing computer malfunctions in a mainframe or microcomputer environment may be substituted for the degree requirement.

SPECIFICATIONS: (continued)

COMPLEXITY:
Work consists of routine standard procedures and tasks where simple analytical ability is required to select and execute actions.

IMPACT OF ACTIONS:
Errors in work typically lead to minor inconvenience and costs. Work is typically performed under moderate supervision and within standard operating procedures. The incumbent occasionally can function autonomously, with the supervisor available to answer questions as they arise.

SUPERVISION EXERCISED:

Direct Supervision:
No direct report employees.

Indirect Supervision:
No indirect reports.

CONTACTS:

Internal Contacts:
Level of internal contact is primarily with the clerical and technical staffs. Interaction requires moderate tact and cooperation; e.g., scheduling and/or coordinating two personal calendars, resolving problems and/or obtaining necessary information.

External Contacts:
Level of external contact is infrequent with occasional contacts with lower-level service representatives and/or vendors. Interaction involves routine information exchange and/or simple service activity that requires common courtesy; e.g., directing calls, and answering simple questions.

PHYSICAL EFFORT:
The position occasionally requires stooping or bending. Occasional very light lifting, such as three or four reams of papers or books (up to 20 pounds or an equivalent weight) may be required.

WORK ENVIRONMENT:
There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

PHYSICAL SKILL:
Requires the ability to make simple gross motor responses within large tolerances.

MISCELLANEOUS:
All duties and responsibilities may not be included in the above description.

JOB FAMILY:
IS/IT Help Desk Coordinator
Senior IS/IT Help Desk Coordinator

Effective Date: July 2000
Revised Date: January 2002