



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 455.3

Job Title: **IT PROFESSIONAL – CLIENT SUPPORT**

Pay Grade: 20

GENERAL SUMMARY:

The purpose of this position is to document and facilitate resolution of support requests for Information Technology (IT) and Operational Technology (OT) hardware and software applications.

RESPONSIBILITIES:

CUSTOMER SERVICE: Facilitates client support requests to repair, install, move, or change computer hardware, applications and other system requests. May interact with infrastructure, applications, business analysis, IT security, or PMO personnel to perform or coordinate service request. May simulate or recreate simple to moderate user problems to provide solutions, but refers complex problems to other personnel. Functions as Tier 2 support to discern and assign the appropriate support team to resolve the support request. Handles support requests that the first-tier of service desk support is unable to diagnose. May participate in an on-call rotation with other client support staff; and keeps requestor informed of progress or problem resolution.

ADMINISTRATION: Facilitates management of future or concurrent problems by preparing clear and concise documentation; maintains appropriate categorization of service requests by problem type, severity, impact to customers, etc. Follows procedures and standards established by IT Service Desk management.

TEAM EFFORT: Contributes to team effort by promoting a culture of service and excellence.

SPECIFICATIONS:

KNOWLEDGE: Requires a Bachelor's degree in Computer Science, Management and Information Systems (MIS) or a closely related field.

Information systems-specific technical certifications may be substituted for 1 year of either the education or the experience requirement, as applicable.

Related professional Information Systems experience may be substituted for the education requirement on a year-for-year basis.

EXPERIENCE: At least five (5) years of technology experience providing end-user support in an IT Service Desk environment.

A Master's degree in Computer Science, Management and Information Systems (MIS) or a closely related field may be substituted for two years of the experience requirement.

COMPLEXITY: Able to fully perform work of moderate complexity and variation, and may require moderate interpretation of technical and detailed guidelines, policies and procedures.

IMPACT OF ACTIONS: Errors in work typically lead to moderate inconvenience, risk and costs. The incumbent functions autonomously, with the supervisor available to answer questions as they arise. Ability to pass and maintain federal security clearances may be required.

SUPERVISION EXERCISED: No direct report employees. No indirect reports.

Direct Supervision:

Indirect Supervision:

CONTACTS:

Internal Contacts: Level of internal contact is primarily with end-users across the organization, which may include professionals, supervisors, and managers. 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 primarily with administrative support, technical and professional staff. Interaction involves information exchange and/or simple service activity requiring high level of tact and cooperation.

PHYSICAL EFFORT: The position routinely requires lifting of moderately heavy items, such as computers, printers, or records boxes (up to 40 pounds) and/or stooping, bending, very long periods of walking on rough surfaces on a routine basis and extensive use of a video display terminal.

WORK ENVIRONMENT: There are may be sources of discomfort, i.e., outdoor installations, hot/cold temperature and humid/wet conditions. Hands-on environment. May have on-call responsibilities and rotating shifts.

PHYSICAL SKILL: Requires the ability to make closely coordinated eye/hand movements within very fine tolerance and/or calibration demands. Operates a motor vehicle.

MISCELLANEOUS: Performs related work as required.

JOB FAMILY: Information Technology – Client Support

Technical Track:

IT Intern
IT Associate – Client Support
IT Specialist – Client Support
IT Professional – Client Support

Management Track:

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IT Lead – Client Support
IT Manager – Client Support

*Effective: November 4, 2015
Revised: 5/31/2017*