



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 435.2

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

Pay Grade: 14

GENERAL SUMMARY:

Provides support for moderately complex problem resolution involving mainframe applications, systems software, local area network (LAN) connections, computer hardware (i.e. network servers, printers, terminals, and modems), and computer software packages (i.e. word processing, spreadsheets, electronic mail, and calendar applications).

RESPONSIBILITIES:

- Identifies, investigates and resolves moderately complex microcomputer or mainframe hardware, software or system problems reported to the help desk that may involve field troubleshooting. May work directly with vendors to identify and resolve problems.
- Assists with the development and revision of a Help Desk Reference and/or Procedures Manual used for problem identification and resolution.
- Utilizes diagnostic tools and applications to determine problems with hardware and software.
- Provides "how-to" instructions using a variety of on-line monitoring and diagnostic software tools, reference manuals, vendors, and on-the-job training and experience.
- Prepares monthly and annual reports summarizing activity levels and performance indicators.
- May assist with computer training functions such as providing feedback to instructors on common problems or questions, preparing training manuals or scheduling users for classes.
- May restore files from either full or incremental backups. May install system or configuration files when necessary.
- 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:

One year of experience in troubleshooting and diagnosing computer malfunctions in a mainframe and/or microcomputer environment are required.

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

SPECIFICATIONS: (continued)

COMPLEXITY:

Work consists of standard procedures and tasks where analytic ability is required in following guidelines, policies and precedents.

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:

Involves general scheduling and review of work as a "working supervisor" or lead person.

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with the clerical and technical staffs and occasionally with professionals and supervisors. 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 lower-level service representatives and vendors. Interaction involves information exchange and/or simple service activity requiring moderate tact and cooperation.

PHYSICAL EFFORT:

The position requires stooping, bending and/or lifting of items of up to 30 pounds with occasional periods of walking on rough surfaces.

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