



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 455.1

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

Pay Grade: 13

GENERAL SUMMARY:

The purpose of this entry level 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 user problems to provide solutions, but refers moderate to complex problems to other personnel. Functions as Tier 1 support, and is able to discern and assign the correct support team for simple requests. 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 an Associate's degree in Computer Science, Management and Information Systems (MIS) or a closely related field. Some computer support certifications (such as A+) may be considered as a substitution for Associate's degree.

EXPERIENCE:

No experience is required. Up to two years of applicable experience may be substituted for education requirements.

COMPLEXITY:

This is an entry level position where candidate is learning to perform work that requires the direct application of a variety of procedures, policies and/or precedents. Basic analytic ability is required in applying guidelines, policies and procedures, and in adapting standard methods to fit facts and conditions.

IMPACT OF ACTIONS:

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

SPECIFICATIONS (cont'd):

SUPERVISION EXERCISED:

Direct Supervision:

No direct reports.

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

Level of internal contact is with end-users across the entire organization, which may include professionals, supervisors, managers, and occasionally senior leadership. Interaction requires high level of 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. May include contact with external customers or citizens. 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.

PHYSICAL SKILL:

Requires the ability to make closely coordinated eye/hand movements within very fine tolerance and/or calibration demands.

MISCELLANEOUS:

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

JOB FAMILY: Information Technology – Client Support

Technical Track:

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 2015