

**City of Somerton  
Job Description**

**Job Title:** Information Technology Help Desk  
**Department:** Finance  
**Reports To:** Finance Director  
**FLSA:** Non-Exempt  
**Prepared By:** Finance Director  
**Prepared Date:** July 25, 2017  
**Approved By:** City Manager  
**Approved Date:** July 25, 2017  
**Revised Date:** October 4, 2019  
**Salary Range:** \$14.50 - \$17.55 Hourly

**Summary:**

Under general supervision, serves as liaison between business functions and Information Technology. Participates in the deployment of new system(s) and/or enhancements of existing system(s) that supports the City of Somerton business processes. Provides a support role for information technology systems to improve business processes.

**ESSENTIAL FUNCTIONS:** This is not a comprehensive listing of all functions and duties; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Responsibilities may include the following:

- Serve as point of contact for customers seeking technical assistance in person, over the phone or via email
- Responds to inquiries and service requests by defining problems, identifying and isolating errors, and implementing technical solutions.
- Performs remote troubleshooting through diagnostic techniques
- Provides general technical support, training and assistance to customers; explains IT issues and implements solutions and follows up with user to ensure incidents are resolved
- Works under general guidance of senior management to make appropriate decisions and resolve problems within scope of authority.
- Assists with developing business applications to institute new processes, process improvement, replace manual processes, and streamline information flow.
- Tracks IT assets for inventory purposes, notifies senior management when hardware and software components are not in compliance.
- Provides primary technical support for business software applications, infrastructure, and systems.
- Assists with vendor selection and RFP development.
- Prepares and analyzes specifications for new applications, enhancements and upgrades.
- Records events and problems and their resolution in logs using Help Desk software application
- Documents work completed; maintains work log of service requests, equipment malfunctions, software errors and failures, and technical configurations; identifies and reports trends and technical problems which need to be addressed by improved methodologies, procedures and policies.
- Follow-up & update customer status and information: provide End-User customer support for wireless internet services

Supports the relationship of the City of Somerton by demonstrating courteous and cooperative behavior when interacting with residents, visitors, and City staff, and complies with all City policies and procedures. Maintains absolute confidentiality of work-related issues and City information; performs other duties as required or assigned.

**MINIMUM QUALIFICATIONS**

High School Diploma or G.E.D., and 2 years of experience working with computers, networking, phone systems, and servers., or an equivalent combination of education, training and experience.

Preferred: IT related certifications; Certified in Microsoft Products, Windows 10 Operating System, CompTIA A+, or Associates Degree in Information Technology.

**Knowledge of:**

- CRM/Data Warehouse Database Systems and work with RDBMS: but not limited to, Microsoft SQL Server 2008/2014, MySQL Server 5.x, AND/OR Progress/DB2. Scripting programming languages such as Python, PowerShell, is a PLUS.

- Principles and practices of Information Technology Infrastructure Library - Service Management to Change and Configuration management (ITIL framework). Knowledge of ITIL compliance procedures
- Tech savvy with working knowledge of office automation products, databases, biometrics and remote access control.
- Techniques, procedures and tools for troubleshooting hardware and software programs.
- Understanding of computer systems, mobile devices and other tech products including Windows, Mac, and Linux
- Excellent communication skills both speech and writing
- Standard application / web-based applications integration techniques including programming and custom KPIs, Web Services, XML, etc.

**Skill In:**

- Interpreting customer business needs and recommending application and operational requirements.
- Understanding information systems, including familiarity with financial/business application standards.
- Working with minimal supervision in a technical environment with interlinked and changing priorities.
- Evaluating business requirements and new computer system solutions.
- Researching and recommending applications, procedures, and techniques for process improvement.
- Solving technical problems involving integrated operating systems and hardware platforms.
- Responding effectively to customer service requests.
- Establishing and maintaining cooperative working relationships with co-workers.
- Communicating effectively using excellent verbal and written communication skills.
- Customer-oriented and cool-tempered, ability to work under pressure and on-call
- Ability to use Audio-Visual production

**LICENSE AND CERTIFICATION REQUIREMENTS**

A valid Arizona State Driver's License is required.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

Work is performed in a standard office environment; may occasionally be required to bend, stoop, crawl, and navigate tight spaces; requires use of hands; requires vision capacity at close range and ability to differentiate between colors.