



HUMAN RESOURCES DEPARTMENT

City of Burlington

200 Church Street, Suite 102, Burlington, VT 05401

Voice (802) 865-7145

Fax (802) 864-1777

Vermont Relay: 7-1-1 or 800-253-0191

HELP-DESK INNOVATION AND TECHNOLOGY

POSTING DATE: August 11, 2015

RATE OF PAY: \$16-20hr (DOE)

EXEMPT/NON-EXEMPT: Non-Exempt

DEADLINE TO APPLY: Open Until Filled

POSITION STATUS: Temporary – min 20 hrs/wk

CLASSIFICATION GRADE: N/A

APPLICATIONS CANNOT BE ACCEPTED AFTER THE DEADLINE DATE

This position is responsible for providing high-quality first-level end-user support. In addition this position is responsible for maintaining a work-log for all work performed.

- Unbox and build new desktops/laptops, following documented procedures.
- Deploy computers to end users, including assisting with transfer of files from old computers and ensuring functionality.
- Reformat old computers to prepare for donation or reimage for future deployment.
- Understand windows structure and user profiles.
- Provide first level customer service to end-users for calls received via the "Help-Desk.
- Log all help-desk calls in the help desk database, ensure descriptions are clear and accurate and prioritize calls to the appropriate technical support personnel.
- Confirm that calls are resolved and work orders are closed in the help-desk database.
- Prior help desk experience preferred.
- Ability to travel to and from various work sites within the City of Burlington, acting as courier with the need to transport various desktops, laptops and other technology is desirable.

To Apply: Submit a City of Burlington Application to: Human Resources Department, 179 So. Winooski Ave., Burlington, Vermont 05401. To obtain an application or for more information about the City of Burlington, please see our website: www.burlingtonvt.gov/HR . Available in alternative formats for persons with disabilities

The City of Burlington will not tolerate unlawful harassment or discrimination on the basis of political or religious affiliation, race, color, national origin, place of birth, ancestry, age, sex, sexual orientation, gender identity, marital status, veteran status, disability, HIV positive status or genetic information. The City is also committed to providing proper access to services, facilities, and employment opportunities. For accessibility information or alternative formats, please contact Human Resources Department at 865-7145.

WOMEN, MINORITIES AND PERSONS WITH DISABILITIES ARE HIGHLY ENCOURAGED TO APPLY. EOE.