



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

TECHNOLOGY SUPPORT SPECIALIST DEPARTMENT of INNOVATION AND TECHNOLOGY

POSTING DATE: September 17, 2015
RATE OF PAY: \$20.59/hr + DOE
EXEMPT/NON-EXEMPT: Non-Exempt

DEADLINE TO APPLY: October 1, 2015
POSITION STATUS: Regular Full Time
CLASSIFICATION GRADE: 15
UNION: Non-Union

APPLICATIONS CANNOT BE ACCEPTED AFTER THE DEADLINE DATE

This position serves as point of contact to the organization for information technology related problems. Responds to incoming requests for assistance with all IT-related issues. Triage calls and resolves issues as appropriate. Ensures delivery of excellent customer service through resolution of incident. Thoroughly documents all actions in ticketing system. Evaluates new information systems products or services and suggests changes to existing products or services to better serve the end user. Recommends and develops systems and tools to more efficiently deliver end-user support, ensure network security, and protect the City's technology assets.

ESSENTIAL JOB FUNCTIONS:

- Provide support for any information technology issues and problems, by phone, email and/or ticket management system.
- Support computers, laptops, tablets, smart phones and applications. Troubleshoot PC hardware, operating system(s) and application software issues as requested.
- Visit end-users to provide support, including but not limited to, assisting with end-users moves, disconnecting and reconnecting PC's, installing and removing hardware, software, and peripheral devices, and resetting passwords
- Train end-users in the use of applications and technologies. Prepare basic training materials to assist new users.
- Provide application-specific support for core applications used across the City (e.g. email, Outlook, Office).
- Coordinate building and deployment of desktops, laptops and other technology as directed.
- Install, configure, and maintain software applications, as required by departments.
- Refine and manage system for effectively building and managing all PCs.
- Coordinate provisioning and tracking of technology assets (e.g. computers, tablets, phones).
- Create and maintain user accounts including rights, permissions and systems groups.
- Maintain user profiles, groups and policy on Active Directory server.
- Escalate problems as required to colleagues and/or third parties for assistance.
- 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.
- Track issues to resolution. Follow up on tickets at pre-defined intervals until resolved.
- Create and maintain an internal knowledge base to track issue resolution details.
- Regularly review tickets to identify patterns and opportunities to modify procedures to improve performance of user hardware and applications.
- Recommend modifications to procedures and workflow to ensure efficient and effective response to requests.
- Prepare regular reports about issues and activities.
- Provide backup and support for other IT staff as requested.

QUALIFICATIONS/BASIC JOB REQUIREMENTS:

- Associates' Degree (or 2 years equivalent combination of formal education and/or related experience) required. Degree in Computer Science, or related discipline preferred.
- Minimum of two years of experience in IT support in a networked office environment required, with a proficiency in a broad range of software and hardware.
- Ability to learn a variety of software and hardware packages in order to meet position requirements for maintenance and troubleshooting.
- Knowledge of current PC and mobile computing technology
- Familiarity with
- Desktop: Windows Server 2003/2008 R2/ 2012, Microsoft Exchange, Microsoft Office 2003/2010/2013 DirSync, Symantec Endpoint Protection, Internet Explorer 9 - 11
- Hardware: HP and Dell desktop and laptop computers; Surface Pro 3 and iPad tablets; iPhone and Android smartphones
- DirSync, Dell Kace Management Appliance, Ultra VNC, Windows Active Directory, VPN technologies, support ticket systems
- Experience supporting cloud-based applications (e.g. Office 365)
- Ability to adhere to established standards, policies and procedures and use good IT practices and discipline.
- A strong desire to improve service to internal and external customers is required, as is a high level of personal creativity, initiative and enthusiasm to work within a constantly changing organization.
- Ability to organize and prioritize workflow, ability to manage multiple responsibilities.
- Strong communication skills. Ability to give verbal instruction patiently to non-technical users.
- Ability to establish and maintain positive working relationships with co-workers, customers and other personnel.
- Ability to work effectively in a team environment.
- Demonstrated ability to work with minimal supervision.
- Must be able to listen to and appropriately react to a supervisor's constructive criticism and incorporate said criticism to improve employee performance.
- 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.
- Ability to work occasional nights, weekends and holidays as required.
- Ability to actively support City diversity, equity, and cultural competency efforts within stated job responsibilities and work effectively across diverse cultures and constituencies.
- Demonstrated commitment to diversity, equity and inclusion as evidenced by ongoing trainings and professional development.
- Regular attendance is necessary and is essential to meeting the expectations of the job functions.
- Ability to understand and comply with City standards, safety rules and personnel policies.

To Apply: Submit cover letter, resume and a City of Burlington Application to: Human Resources Department, 200 Church Street, Suite 102, Burlington, Vermont 05401. To obtain an application or for more information about the City of Burlington, please see our website: www.burlingtonvt.gov/HR. 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.