



HUMAN RESOURCES DEPARTMENT

City of Burlington
179 South Winooski Avenue, Burlington, VT 05401

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Help Desk Technician Burlington Telecom

POSTING DATE: August 30, 2013
RATE OF PAY: \$19.50/hr
EXEMPT/NON-EXEMPT: Non-Exempt
Number of Positions: 1

DEADLINE TO APPLY: September 11, 2013
POSITION STATUS: Regular FT
CLASSIFICATION GRADE: NC-1.5

This position is responsible for providing superior assistance and customer service to City of Burlington patrons. In addition this position will participate in and track customer troubles through internal and external systems and reports.

Essential Job Functions:

- Receives incoming customer calls regarding technical questions and/or troubles for any service offered by Burlington Telecom.
- Performs basic troubleshooting and screening with end users and determines whether the trouble is inside or out using BT equipment and technical resources.
- Assists users in resolving end user issues or opens a trouble ticket for the appropriate department.
- Schedules, dispatches, and manages trouble flow in conjunction with other internal departments.
- When working after business hours, determines whether a service call is necessary and responds according to call-out procedures.
- Generates and tracks internal reports as well as quality standard reports to be submitted to the public service board.

Qualifications/Basic Job Requirements:

- Associates Degree in Computer Science, IS, or related field and one year comparable experience as a helpdesk/customer service representative or four years comparable experience as a helpdesk/customer service representative may be substituted for the educational requirements.
- A general knowledge of telephone, internet and cable television technologies.
- Knowledge of LAN and Router set up and configuration a plus.
- PC Proficiency (Windows 2000, XP and MAC OS) as well as experience in database operation.
- Considerable knowledge and ability to set up and configure popular mail clients such as Outlook, Outlook Express, Eudora and Thunderbird.
- Knowledge of Ethernet, TCP/IP, DNCP, DNS, and FTP Protocols.
- Knowledge of network troubleshooting utilities such as PING IPCONFIG and DNS LOOKUP.
- Ability to communicate effectively orally and in writing.
- Excellent interpersonal skills required.
- Must be able to work independently and as part of the help desk team in a fast-paced, complex, detail-oriented office environment that features many repetitive tasks and deadlines.
- Must be flexible and able to handle multiple tasks concurrently.
- Must provide all customers with prompt and courteous service.
- Upon conditional offer of employment, candidate must successfully complete a background check as per current City ordinance or policy.
- Ability to work nights, weekends and holidays required.
- Ability to be on-call.
- Ability to maintain confidential information.
- Ability to obtain and maintain a valid driver's license required.

The City of Burlington does not discriminate on the basis of race, color, national origin, sex, sexual orientation, religion, age, or disability in employment or the provision of services. Submit City of Burlington Application, Cover Letter and Resume to: Human Resources Department, 179 South Winooski Avenue, Burlington, Vermont 05401. Available in alternative formats for persons with disabilities. For disability access information, or to request an application, contact Human Resources at (802)865-7145 or (802) 865-7142 (TTY) Visit our Web site: www.burlingtonvt.gov/HR

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