



SERVICE DESK SPECIALIST

Pay Grade: 905

FLSA Status: NE

EEO Code: 03

W/C Code: 8810

GENERAL DESCRIPTION

This position provides technical assistance, support and solutions in the installation, maintenance and utilization of computer systems and related technology.

ESSENTIAL JOB FUNCTIONS

- Provides routine technical guidance and timely problem resolution.
- Installs, sets up and configures computers, associated software and equipment in Police and other City vehicles (printers, DVR systems, etc.).
- Performs routine maintenance on computer hardware, software, and other associated equipment.
- Provides technical hardware and software support to end users.
- Assembles, disassembles and repairs various components (i.e. keyboards, printers, etc.).
- Creates and manages computer images.
- Performs setup and operation of audio visual equipment.
- Performs testing and evaluations of various technologies.
- Assists in basic troubleshooting of network administration.
- Assists with undercover operations helping Criminal Investigations staff by providing technology solutions that meet undercover operations business requirements.
- Works with PD Business Manager and City Hall Finance to coordinate disposal of assets and to dispose of old equipment in per City equipment disposal policy and procedures.
- Works with vendors by contacting vendors via phone call or email to help diagnose, troubleshoot, and resolve hardware and software issues on various products.
- Responds to Service Requests, monitors incoming HelpDesk requests, responds to phone calls and emails, updates service tickets and events in the HelpDesk system, and keeps users up to date on issues.
- Performs emergency on-call, evening, and weekend work on a every other week rotating basis in support of Police operations to ensure maximum system uptime and support of Police operations in a 24/7 Public Safety environment.
- Documents service repairs for internal controls and reporting
- Ability to effectively and discreetly handle confidential information

(These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other related duties as assigned, including City-directed work assignments in the event of a declared emergency.)

QUALIFICATIONS

Knowledge/Skills/Abilities:

- Knowledge of the use, application and operation of computer systems.
- Skill in customer service, including ability to communicate technical and other data effectively, both in person and in writing.
- Skilled in the use of office equipment, including copy machines and multi-line telephone systems.
- Skilled in use of computers for data entry, word processing and accounting purposes.
- Ability to translate technical terms to understandable language for users.

- Ability to keep information secure and confidential.
- Ability to interpret system specifications and prepare documentation.
- Ability to perform on-call, evening or weekend work.
- Ability to research, diagnose and resolve technical problems.
- Ability to plan, organize and use mature judgment in evaluating situations and making decisions in accordance with established policy.
- Ability to establish and maintain effective working relationships with City officials, other employees and the public.

Education and Experience:

- High School Diploma from an accredited high school or possession of an acceptable equivalency diploma is preferred
- Two (2) years of responsible work experience in computer support or related field.
- Police Department: Prior experience in law enforcement systems and applications preferred.

(A comparable amount of relevant training, education and/or experience may be substituted for the above qualifications.)

Licenses and Certifications:

- Possession of or ability to obtain a valid Florida driver's license by date of hire.
- Will be required to submit to a State and National Criminal Background Investigation.

WORK ENVIRONMENT

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Working Conditions:

While performing the duties of this job, the employee works in a dynamic environment that requires sensitivity to changing goals, priorities, and needs.

Work typically requires minimal exposure to one or more disagreeable conditions (i.e. irate customers, outdoors weather conditions, excessive noise, extreme heat, odors or dust).

Risk/Safety Conditions:

This position requires minimal exposure or risk to physical health and/or physical safety (e.g., exposure to environmentally hazardous material, heavy equipment, assault and battery, communicable disease, etc.)

Physical Activities:

The work is moderate: exerting up to 50 pounds of force occasionally, and up to 30 pounds of force to move objects and up to 10 pounds of force constantly to move objects. Additional requirements include: balancing, bending, climbing, crawling, crouching, feeling, fingering, grasping, handling, hearing, kneeling, lifting, mental acuity, pulling, pushing, reaching, repetitive motion, speaking, standing, stooping, talking, visual acuity, and walking.

Position may require the operation of a City vehicle.

(Occasional=1-3 Hrs; Frequent=3-5 Hrs; Constant=5-8 Hrs – Per Work Day)

EMERGENCY RESPONSE STATEMENT

Every City employee has emergency response responsibilities, though not every position will require routine assignments during an emergency event. All employees are subject to recall around the clock for emergency response operations, which may require irregular work hours, work at locations other than the normal work location, and may include duties other than those specified in the employee's official job description. Assignments in support of emergency operations may be extensive in nature, with little advance notice, and may require employees to relocate to emergency sites with physically and operationally challenging conditions.

Reviewed by: [Employee Name]

Signature: _____

Date: _____

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|--------------------------|-------|
| Review by HR Manager | _____ |
| Proofread | _____ |
| Reviewed by Risk Manager | _____ |
| Updated in NeoGov | _____ |
| Publish as Final | _____ |