HELP DESK COORDINATOR

The City of North Olmsted Human Resources Department, Division of Information Technology is seeking a Full-Time Help Desk Coordinator. The starting salary and job description are listed below. Qualified candidates may mail, email or fax their resume, salary history, references, and a completed City application located on the City’s website under Human Resources Department. Applications will be accepted until this position is filled.

City of North Olmsted
Department of Human Resources
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EOE

CITY OF NORTH OLMSTED
JOB DESCRIPTION

GENERAL DESCRIPTION:
Under general direction, provides Information Technology (IT) helpdesk technical support and resolution of desktop hardware and software problems for end users; performs a variety of network problem analysis, network administration tasks and responsibilities, monitor tasks for Division of Information Technology help desk; triage network problems; log, coordinate and track requests for assistance related to IT. Responsible to use Munis software as required for departmental functioning.

QUALIFICATIONS: An example of acceptable qualifications:
Associate’s Degree or equivalent in Computer Science, Information Systems, or other related field required, plus five (5) years working directly in networked environment handling IT needs preferred; or seven (7) years working/repairing/building computers and peripherals or any equivalent combination of accepted education, certification and experience that enables performance of all aspects of the position.

LICENSURE OR CERTIFICATION REQUIREMENTS:
As determined by the City. Valid State of Ohio Driver’s License; the ability to maintain insurability under the City’s vehicle insurance policy.

EQUIPMENT OPERATED: The following are examples only and are not intended to be all inclusive:
Personal computer, printer, copy machine, fax machine, and other standard business office equipment (includes software).
INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:
The employee has exposure to chemical compounds found in an office environment (e.g.,
toner, correction fluid, etc.); occasionally required to stand, walk, stoop, kneel, crouch, or
crawl on even and uneven surfaces; occasionally required to lift, carry, push, or pull
objects 25 lbs. or less.

Note: In accordance with the U.S. Department of Labor physical demands strength
ratings, this is considered sedentary work.

JOB DESCRIPTION AND WORKER CHARACTERISTICS:

JOB DUTIES

ESSENTIAL FUNCTIONS OF THE POSITION: For purposes of 42 USC 12101:

1. Provides computer/network support relating to computer software and
hardware problems reported by users (e.g. interviews and evaluates user
response to determine the source of the problem, such as printer, fiber
internet service, cabling, and/or user error through established policies,
diagnostic procedure, and protocol; handles first and second level problem
recognition, isolation, resolution, and follow-up using direct communication
and enterprise management tools such as Remote Control Option (RCO);
troubleshoot and diagnose computer-related problems for the City’s
network, computers and users; determines users’ needs; work with users to
resolve problems/answer questions on a variety of hardware components
and software programs; etc.).

2. Install and configure new computers, equipment and software; install,
configure, maintain and troubleshoot on the range of software, operating
systems and hardware used throughout the City; etc.

3. Provides user support for Microsoft Office products and many other
applications, provides support functions to users, such as password resets,
user account administration, and user application assistance; create folders
and sets proper share and file permissions on server; etc.

4. Assists with the maintenance and updating of City Website.

5. Assists with Design, Configuration and Implementation of Server/Network
System Upgrades.

6. As required, video tapes and photographs City Events; Edits video for
publishing on City Cable Channel; etc.

7. Serves as liaison for the City related to software and hardware vendors and
out-side technical support to solve issues; etc.
8. Demonstrates regular and predictable attendance.

9. Maintains required licensures and certifications.

10. Meets all job safety requirements and all applicable PERRP (Public Employment Risk Reduction Program) safety standards that pertain to essential functions.

OTHER DUTIES AND RESPONSIBILITIES:

1. Performs other duties as assigned.

MINIMUM ACCEPTABLE CHARACTERISTICS: (*indicates developed after employment)

Knowledge of: City policies and procedures;* office practices and procedures; English grammar and spelling; records management; principles, uses and operation of computer systems; peripheral computer equipment; computer and software trouble shooting practices; computer network connection; Windows Server Operating Systems; word processing, data, and spreadsheet software, with emphasis on Microsoft Office Products; computers; printers; modems; database applications.

Skill in: typing; data entry; computer operation; use of modern office equipment.

Ability to: carry out instructions in written, oral, or picture form; deal with problems involving several variables within familiar context; comprehend variety of reference books and manuals including codified ordinances and computer handbooks/manuals, etc.; define problems, collect data, establish facts, and draw valid conclusions; exercise independent judgment; calculate fractions, decimals, and percentages; maintain records according to established procedures; communicate effectively; answer routine telephone inquiries; resolve complaints; handle confidential material; work under stressful conditions.

POSITIONS DIRECTLY SUPERVISED:

None

Starting Salary Range
$16.15 per hour - $29.20 per hour depending on qualifications and experience.