CLASS TITLE: HELP DESK SUPERVISOR – EXCLUDED

CHARACTERISTICS OF THE CLASS

Under general supervision, directs staff providing assistance and technical support to personal computer (PC) and PC network users on an assigned shift, and performs related duties as required

ESSENTIAL DUTIES

- Oversees staff assigned to monitor the network and to respond to help desk calls, ensuring that users' computer software and hardware problems (e.g., setting up E-mail accounts/usernames/passwords, accessing the Internet, operating personal computers and software) are resolved in a timely and efficient manner

- Confers with and assists staff in resolving system network problems

- Assigns and coordinates the work of field staff engaged in troubleshooting and resolving hardware and software malfunctions, installing and configuring personal computers, and providing related technical assistance to users

- Monitors system failures, identifies problems with connectivity, and serves as a liaison with other technical support staff and vendors responsible for maintenance

- Works with Programmer/Analysts in resolving complex software application problems

- Provides training and guidance to subordinate staff on help desk procedures and functions and develops training materials and procedures for the proper use of software and hardware

- Manages inventory of new equipment and recycling of old equipment

- May travel to field sites to troubleshoot connectivity problems and diagnose software malfunctions

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Graduation from an accredited college or university with a Bachelor's degree in Computer Sciences, Information Technology/Systems, or a directly related field, plus two years of technical support experience, or an equivalent combination of education, training and experience.

Licensure, Certification, or Other Qualifications

- Some positions may require a valid State of Illinois driver's license

- Some positions may require the permanent use of an automobile that is properly insured, including a clause specifically insuring the City of Chicago from accident liability

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)

- Personal computers and peripheral equipment (e.g., desktop computer, laptop computer, hand-held computer, computer terminals, scanner)
- Mainframe computer
- Client/server computer
- Local area/wide area communications network
- Teleprocessing equipment, including network diagnostic equipment and devices

PHYSICAL REQUIREMENTS

- Ability to operate a personal computer and related equipment

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Considerable knowledge of:

- *operation and installation of hardware and peripheral equipment
- *multiple computer software packages and their applications
- *methods, practices, and procedures for analyzing and resolving computer-related problems
- *commercial computer systems applications and their capabilities
- network and network operating systems

Moderate knowledge of:

- computer systems management
- distributed and centralized computer and computer operating systems
- IT systems development practices, standards, and procedures
- data security policies and processes
- space management, file back up, and restoration/disaster recovery techniques
- methods and principles governing the installation, maintenance, and repair of communication networks
- operation and administration of servers and local and wide area network infrastructures and teleprocessing equipment
- principles and methods of data communications systems administration

Some knowledge of:

- Web design principles and technologies

Knowledge of applicable City and department policies, procedures, rules and regulations

Other knowledge as required for successful performance in the Help Desk Technician class series

Skills

- ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- ACTIVE LISTENING - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems

- MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- SYSTEMS EVALUATION - Identify measures or indicators of system performance and the actions needed to improve or correct performance relative to the goals of the system
- INSTALLATION - Install equipment, machines, wiring, or programs to meet specifications
- TROUBLESHOOTING - Determine causes of operating errors and decide what to do about it

Other skills as required for successful performance in the Help Desk Technician class series

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense

Other abilities as required for successful performance in the Help Desk Technician class series

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP – Demonstrate willingness to lead, take charge, and offer opinions and direction
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems

Other characteristics as required for successful performance in the Senior Help Desk Technician class

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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
July, 2010

Licensure, Certification or Other Certifications added: November 2014