

The City of Renton is accepting applications for

HELP DESK SUPPORT TECHNICIAN
FINANCE AND INFORMATION SERVICE DEPARTMENT
(Represented by 2170 AFSCME)

Salary Range: \$4,067 - \$4,955 per month

Date Opened: June 22, 2007

Date Closed: Open Until Filled

APPLICATION PROCEDURE

To be considered for this position in the Finance and Information Services Department, complete and return a **City of Renton Application, Cover Letter, Resume and Skill Sheet** on or before 5:00 pm on the closing date to HR & RM, 1055 South Grady Way, Renton, WA 98057. Postmarks are not accepted.

Applications may be obtained by using the following options:

- Download an application from the City's website, www.rentonwa.gov. Click on "City Jobs Available";
- Request an application via email at bsandler@ci.renton.wa.us;
- Visit the Human Resources & Risk Management Department on the seventh floor at City Hall; or
- Call 425.430.7650.

NATURE OF WORK

Under the direction of an assigned supervisor, this position operates the City's Information Services Help Desk. This position directly assists in the supervision and monitoring of the Help Desk Interns in day-to-day operations. This position responds to end-user calls, determines classifications and urgency of those calls, documents each call taken, and routes the call/incident to the appropriate Information Services staff member, when necessary, for resolution. This position may be required to work weekends, evenings, and holidays.

REPRESENTATIVE ESSENTIAL DUTIES

- Assists in the training and evaluation of and selects Intern Help Desk personnel.
- Answers/staffs the Help Desk phones
- Assists in the development and documents procedures for hardware/software installations.
- Assists in the development and maintenance of the Help Desk technical support knowledge base
- Unpacks, inventories, and base configuring computers for installation.
- Receives, examines and processes requisitions for various supplies and materials. Initiates purchase orders according to established guidelines; expedites purchases in coordination with the Division's staff; processes required vendor receipting documentation for proper payment documentation; obtains signatures or authorization and contacts vendors regarding shipping delays in coordination with the Division's staff.
- Upgrades stand-alone computers into network capable workstations.

- Assists in the management of the citywide email system, including creation, deletion and modification of users.
- Assists in the management of Novell NetWare objects as instructed by Information Services Staff.
- Assists end-users in the mapping of the network drives and printers.
- Creates ordering lists for computing system consumables such as toner cartridges.
- Serves as the liaison between end-users and hardware vendors on warranty issues.
- Assists other Information Services Staff members on special projects where assigned by the Information Services Supervisor.
- Analyzes and reports statistics of Help Desk activities.
- Keeps current on the diversity of hardware and software for workstations, printers, scanners, laptops, pen based computing technology and emerging technologies. Responds to client request for service on problematic systems and/or equipment; troubleshoots problems in conjunction with other Information Services staff to develop solutions; makes minor repairs to equipment and arranges for other servicing needs.
- Operates, adjusts, modifies and installs a wide variety of computers, peripherals, software and communications equipment to facilitate repair, upgrade and installation of equipment.
- Perform related duties as assigned.
- (Representative essential duties are intended to present a descriptive range of essential duties performed by employees in this classification and may not reflect all of the duties performed on the job.)

MINIMUM REQUIREMENTS

Any combination equivalent to: An Associates degree in Computer Technology, A+ Certification or the equivalent, at least one year experience in a help desk environment. This position may have access to an area that is governed by Policy 250-16, "Electronic Data Security" and therefore a required check will be conducted to verify identification, state of residency and national fingerprint-based record checks within 30 days upon initial employment. Employment will continue based on a successful passing of this background check.

APPLICATION AND SELECTION PROCEDURE

- Qualified applicants whose experience and qualifications most closely meet the requirements of the position as determined by the application materials will be invited to participate in a competitive selection process consisting of a of pass/fail hardware and software skills test.
- The highest scoring applicants completing the skills test will be scheduled for an oral board weighted at 100% and requiring 70% to pass.
- A 6-month eligibility list may be established following completion of the testing process.

Applicants invited to participate in the selection process, who require ADA accommodation, are asked to notify HR&RM at the time they are scheduled for testing. Healthcare provider documentation, attesting to accommodation requirements, shall be required prior to testing.

VETERAN'S PREFERENCE

In accordance with RCW 41.04, veterans who meet criteria for Veteran's Preference and achieve passing scores on competitive employment examinations may qualify to have 5 to 10% added to their final weighted score where a ranked eligibility list is established. If claiming Veteran's Preference, attach a copy of your DD214 to the back of the application along with the Veterans Status form. If the selection process does not include a competitively scored examination process with ranking, Veteran's Preference scoring criteria will not be applied. EOE-/bcs/6/07