



City of Brandon Job Description			
<b>Job Title:</b>	First Level Helpdesk Support		
<b>Division:</b>	Corporate Services		
<b>Department</b>	Innovation, Technology & Communications		
<b>Section:</b>	Technology, Infrastructure & Service Desk	<b>Affiliation:</b>	CUPE
<b>Reports To:</b>	Manager of IT – Helpdesk and Hardware	<b>Status:</b>	Permanent
<b>Job Class:</b>	Information Technologist	<b>Level Cap:</b>	2

### **PURPOSE OF POSITION**

The First Level Helpdesk Support role is the first level of contact with all of our clients relating to technical issues and requests. There is a high-level of client contact via phone, email, and in person in this role and the individual must excel at customer service and technical problem resolution.

### **TYPICAL DUTIES AND RESPONSIBILITIES**

- Responsible for providing technical assistance and support related to computer systems, hardware, or software.
- Create help desk tickets and service requests where applicable and escalate items to higher tiers of support.
- Respond to queries, runs diagnostic programs, isolate problems, and determine and implement solutions.
- Provide follow-up contact with the customers to ensure issues have been resolved, as well as inform customers of the progress of their computer repair while demonstrating excellent communication and customer service skills.
- Develop and update training manuals and technical documents.
- Execute training to computer users.
- Establish help desk problems by asking questions.
- Diagnose and troubleshoot problems and walk customers through a problem-solving process.
- Install, modify, and repair computer software.
- Gather feedback from customers about computer usage.
- Responsible for running reports to determine malfunctions that continue to occur.
- Responsible for entering and processing payments to vendors.

**NOTE:** This description is not intended to limit the assignment of work or be construed as a complete list of the many duties to be performed by the incumbent.

## **POSITION QUALIFICATIONS**

### **SKILLS**

- Demonstrated information gathering skills used to find and identify essential information.
- Demonstrated initiative to independently plan, organize, and prioritize workload taking into consideration conflicting deadlines and multiple unrelated projects.
- Demonstrated oral skills including speaking effectively before groups of customers or employees, and written communication skills including routine reports and correspondence.
- Strong planning and organizational skills with a focus on quality orientation and high work standards.
- Demonstrated skill solving practical problems and deal with a variety of concrete variables in situations where limited standardization exists.
- Excellent verbal and written communication skills with emphasis in customer service, including experience handling difficult customers and conflict resolution.

### **KNOWLEDGE**

- Knowledge of City/business protocol used to manage situations effectively in all areas of the organization and in the community and of exceptional customer service practices.
- Practical knowledge of technology and software and its applied use in the modern workplace.
- Advanced knowledge of desktop and server operating systems and hardware.
- Working knowledge of computer security measures, including firewalls, spam filtering and common best practices.

### **ABILITIES**

- Ability to exercise discretion and good judgement in providing information to internal or external customers in a courteous and tactful manner.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to resolve issues in a timely manner and create innovative resolutions.
- Ability to work independently, as part of a team, and as a team leader.
- Willingness to adapt to new technological changes and improvements.
- Willingness to participate in continuous upgrading, training, and self-development programs.

### **MADATORY QUALIFICATIONS & EXPERIENCE**

- Grade 12, G.E.D., C.A.E.C., or Mature High School Diploma
- Post secondary diploma, degree or certification from a recognized technical training institute.
- 1 year of experience working in an Information Technology helpdesk related role in dealing with clients.
- Sufficient experience in the information technology field to have demonstrated competence in related tasks.

NOTE: The qualifications are not intended to limit the opportunities for interested candidates but provide the candidates with an understanding of the level of expertise required in this position.

### **WORK CONDITIONS**

#### **PHYSICAL CONDITIONS**

The duties of this position are carried out in an office environment.

- Sits at a desk using keyboard and office equipment (daily)
- Uses fingers, hands, arms, shoulders to set up and manipulate computer components (daily)
- Walk, stand, kneel, crouch, or crawl in confined areas and climb to elevations to install wiring and computer components (occasionally)
- Operate a motor vehicle in all weather conditions (occasionally)
- Lift and/or move up to 50 lbs (occasionally)

#### **PSYCHOLOGICAL/STRESS CONDITIONS**

The workload and environment does not generally increase the employee's emotional or stress levels.

- Interruptions and requests from multiple areas (daily)
- Changing priorities and continuous demands (daily)
- Required to assess, learn, and apply new technologies and processes (frequently)
- Short periods of intense concentration while researching projects (occasionally)
- Upset customers or employees on phone or in person (occasionally)

#### **WORK CONDITIONS**

This position requires working independently and as part of a team providing support to a variety of people.

- Wide variety of tasks requiring ability to manage multiple unrelated projects and make independent decisions (daily)
- Self motivated and quality driven to perform independent projects (daily)
- Work in a shared and consultative manner with other employees (daily)
- May be required to participate in the on-call rotation (monthly)

NOTE: The conditions described are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Department Head:** \_\_\_\_\_

**Human Resources:** \_\_\_\_\_

**Date:** \_\_\_\_\_