

Posted August 27, 2010

City of Oakland Park
Career Opportunity Posting
Vacancy – 1

Posting #: 019-2010
OPEN COMPETITIVE

DESKTOP SUPPORT SPECIALIST

Salary Range (207): \$36,812 – \$56,014/yr

Closing Date: September 10, 2010

POSITION:

Performs desktop support for personal computer hardware and software issues for the City's end users. Work requires general knowledge of standard systems hardware and software applications used within the organization, and knowledge of standard functions, capabilities, requirements, and maintenance needs. Employees in this classification address system problems within the scope of abilities, and direct more complex or difficult concerns to department specialists. Position responds to user/customer requests, and prioritizes and coordinates support in a manner to minimize down time.

ESSENTIAL FUNCTIONS:

The list of duties and functions, as outlined herein, is intended to be representative of the type of tasks performed within this classification. They are not listed in any order of importance. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Installs and configures new hardware, software and upgrades for various divisions and departments utilizing stand alone and on-line systems.
- Provides instruction to end users in maintenance and use of applications; provides instruction to end users concerning hardware maintenance.
- Performs troubleshooting and repair of hardware related issues; coordinates repairs in a time efficient manner to minimize disruption in system utility.
- Identifies and provides resolution to hardware related issues, i.e., service and maintenance requirements, replacing faulty/out-dated components.
- Identifies and provides resolution to software related issues through telephone contact or on-site visits as required.
- Coordinates installation of office systems products, and the use of external service providers for repair and replacement of systems, components, and peripherals.
- Researches solutions to hardware and software problems as needed, to include communicating with external vendors concerning equipment, pricing, and related issues.
- Reviews and analyzes computer functions and operations for the purpose of identifying deficiencies or modification/upgrade needs.
- Tests overall application(s) in applicable test environments to identify need for patch or upgrade.
- Considerable knowledge of current standard office technology applications of the Microsoft Office environment, technical aspects of program installation, applying patches and upgrades, and diagnostics and troubleshooting of software, knowledge of hardware components, physical setup, components installation and configuration requirements associated with stand alone and networking systems.
- Ability to troubleshoot and diagnose both hardware and software deficiencies and/or failures and provide resolution or escalate the service need to the next level.
- Ability to establish and maintain effective working relationships with co-workers, end users, department management, and external vendors/contract personnel.
- Ability to frequently lift, carry, push or pull objects and materials up to 35 pounds. Tasks may involve extended periods of time at a keyboard or workstation. Tasks require visual abilities including close and peripheral vision and depth perception, and oral communications abilities.

MINIMUM QUALIFICATIONS:

Vocational/technical certification in computer electronics technology, or related field; supplemented by two (2) years progressively skilled experience in troubleshooting hardware and software problems in standalone and network environments, with the ability to provide end user support and instruction, to include experience in client/server systems and network support.

*Submit official City application for consideration to:
Human Resources Department
3650 NE 12th Avenue
Oakland Park, Florida 33334
(954) 630-4313*

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