

**CITY OF BOULDER
POSITION DESCRIPTION**

DATE: 05/13

POSITION TITLE: Technical Support Analyst – Intern
(Working Title: Technical Support Analyst)

DEPARTMENT/DIVISION: Information Technology, Infrastructure Services Division

EMPLOYEE GROUP: Intern

DEPARTMENT ROLE AT THE CITY OF BOULDER:

The City's Information Technology (IT) Department works in partnership with other City departments to plan and implement information technology strategies and value-added solutions. The IT Department has the dual roles of supporting City departments in delivering services to city residents and other clients, and of looking beyond the needs of today to ensure that the technology infrastructure is in place to support future applications and tools when needed. Key to this is management of the City's technical environment, including technical standards and policies, the IT infrastructure, and corporate data and information.

- **START/END DATE:** ASAP – December 31
- **PAY:** \$12/hr
- **WORK SCHEDULE:** 20 hours a week, Flexible workschedule
- **POSITIONS AVAILABLE:** 1

OVERALL JOB OBJECTIVE:

Under direct supervision, performs a variety of computer systems administration and support tasks, including analyzing, constructing, documenting, testing, maintaining, troubleshooting and supporting of computing hardware, operating systems, software applications, peripherals, and communicating devices for the entire organization. Advises Device Support Supervisor in developing standards and I/T processes for workstation configuration in a client/server and web services environment. Participates in the use of systems management tools to efficiently support and maintain the workstation environment. Evaluates and performs analysis of complex applications relating to workstation operating systems, software applications, interaction with the network, and automated tools. Performs a variety of project tasks and requires good communication skills with the ability to work with users diplomatically and skillfully with a strong customer service ethic. Exercises judgment and decision making in the diagnosis and resolution of computer and hardware problems.

DUTIES AND RESPONSIBILITIES:

1. Troubleshoot/analyze/solve Windows-based computer workstation problems using a variety of systems management tools and techniques. Daily interaction with customers (City of Boulder employees) in solving workstation problems and answering questions.
2. Provides extensive support of mobile devices such as Tablet PC's (iPad), SmartPhones (iPhone/Android) and remote/mobile Laptops. Implements standards in their configuration, setup, security and on-going support.
3. Ability to multitask and establish/follow-through on the prioritization of user requests with limited direction.
4. Consults and interacts with customers and maintains a high level of customer service.

5. Performs daily monitoring of service tickets and ensures work is being completed in a timely manner while maintaining high levels of communications with the customer until the work is completed to the customers' satisfaction.
6. Helps establish computer workstation standards including firmware, operating systems, and software versions, while coordinating these standards with other IT Infrastructure Services System Administrators, Network Planners and the Device Support Supervisor.
7. Performs workstation maintenance in accordance with citywide standards and methods including installation, configuration, maintenance and troubleshooting using software packets and imaging tools.
8. Participates in the review and evaluation of equipment and software alternatives for departments/users and recommends solutions. Assists with hardware/software purchases and coordinates installation and upgrades.
9. Maintains fixed asset inventory information for personal computer equipment and software licensing using systems management tools (e.g. LANDesk).
10. Deploys client side of software for client/server desktop application systems across the citywide network using automated deployment technologies.
11. Implements department workstation standards, maintenance procedures and operational procedures. Documents profiles and department procedures.
12. Assists with the training of users on standard City software, hardware and their operation.
13. Performs related duties as required by management to meet the needs of the City.
14. Maintains and develops professional skills through ongoing training and career development. This is accomplished by self-study, classroom training, and industry seminars and workshops.
15. Other:
 - Performs related duties as required to meet the needs of the city.
 - Takes proper safety precautions to prevent accidents. Responsible for the safety of self, others, materials, and equipment. Uses all required safety equipment and follows all safety regulations, policies and procedures. Reports all accidents and damage to city property.
 - Know and comply with all city and department policies; participate in professional trainings and development; and adhere to attendance and workplace attire policies.

Generally, duties and responsibilities are listed from most to least critical or time consuming.

The City of Boulder is committed to hiring employees who provide excellent customer service. Our employees act with a high level of integrity, and take responsibility for their words and actions.

City of Boulder employees strive to respect and appreciate each individual's differences, and to work effectively with all people and their diverse backgrounds. We support candid and honest interactions, which respect other points of view, and are sensitive to communication differences. We achieve organizational goals through inclusive problem solving, planning, and decision-making. Community partnerships are included in this effort.

ORGANIZATION STRUCTURE:

- (1) TITLE OF IMMEDIATE SUPERVISOR: Device Support Supervisor
 (2) TITLE(S) OF POSITION(S) OVER WHICH THIS POSITION HAS DIRECT SUPERVISION: None

REQUIRED MINIMUM QUALIFICATIONS

Experience with or knowledge of Windows XP/Vista/7 operating systems. Experience with or knowledge of computer workstation software applications (word processing, spreadsheets, and database applications) and office automation products. Experience with automated help or service desk applications. Ability to work well under pressure with minimal supervision. Excellent communication skills, customer service skills and project management ability. Valid driver's license. Have and maintain acceptable background information, including criminal conviction history, motor vehicle record and credit history. Use of personal vehicle (mileage will be reimbursed).

DESIRED QUALIFICATIONS – In addition to the required minimum qualifications:

Experience with the following: Windows (XP/Vista/7) and Apple iOS based computer workstations operating in a networked (Windows, Linux) environment, Desktop applications (Outlook, MS Office), Oracle client/server applications, and use of systems management tools for workstations problem solving and maintenance (LANDesk). Experience with imaging/scanning and geographical information systems (GIS) a plus.

WORKING CONDITIONS - Required Physical and Mental Effort, and Environmental Conditions:

Physical and Mental Effort: Sufficient clarity of speech and hearing or other communication capabilities that permits the employee to communicate effectively on the telephone and in person. Sufficient vision or other powers of observation that permits the employee to review, evaluate and prepare a variety of written documents and materials. Sufficient manual dexterity that permits the employee to operate computer equipment and other office equipment. Sufficient personal mobility and physical reflexes, which permits the employee to work in an office setting. Work may include extended periods of time viewing a computer video monitor and/ or operating a keyboard. Ability to work under stress from demanding deadlines, public contact, and changing priorities and conditions.

Work Environment: Works primarily in a clean, comfortable environment. Works in a setting subject to continuous interruptions and background noises.

Machines and equipment used include, but are not limited to the following: Computer workstations, systems management tools, web page update tools, file/print servers, hubs, switches, network interface cards, PC cards, CD-ROM's, scanners, modems and other workstation ancillary devices, telecommunications equipment, telephone, photocopy machine, facsimile machine and calculator.

ACCOMMODATIONS: Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this position.

Note: The above description is illustrative only. It is not meant to be all-inclusive.

I understand that nothing in this position description restricts the city's right to assign or reassign duties and responsibilities to this job at any time. I also understand that this position description reflects the city's assignment of essential functions; it does not prescribe nor restrict the tasks that may be assigned. I further understand that this position description may be subject to change at any time.

I have reviewed this document and discussed its contents with my supervisor and I fully understand the nature and purpose of this position description and its related duties.

Employee

Date