



## CITY OF POCATELLO CLASSIFICATION SPECIFICATION

### ***IT Systems Operator/Help Desk- vacant***

Department: Information Technology      Reports to: Chief Information Officer      Pay Grade: H07  
Date Established: 3/2014      Date Revised: 12/2017      FLSA Status: Non-Exempt

#### **CLASSIFICATION SUMMARY**

The Systems Operator/Help Desk position provides administrative support to the City's Information Technology (IT) Department and provides assistance to employees with the City's information technology systems. The position performs system backups for financial and payroll activities, completes software upgrades by following commands, shutting down servers and restarting them, and maintains employee access/security.

The position requires functional knowledge of computer operations, hardware and software, and related troubleshooting and problem solving. Good communication skills, the ability to discern technical issues and communicate the solutions in laymen's terms, and organizational skills are required. In addition, the position requires demonstrated knowledge and experience in administrative duties.

The work environment is a Department office environment. The noise level is generally moderate.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES *(illustrative only and may vary by assignment)***

Provides administrative support to the IT and other Departments. Processes payroll, processes and prepares billing statements and late notices for mailing. Processes monthly bills and reconciles P-card activities. Maintains inventory of supplies; orders and verifies deliveries.

Backs-up payroll system on tapes. Enters time records for Department.

Assists City employees with basic questions about the information technology systems. Answers questions, provides information and technical support, and troubleshoots and resolves employee hardware and software problems.

Provides basic technical support for City-wide computer hardware and software systems via telephone or e-mail. Identifies and interprets malfunctions and initiates corrective action to restore operations. Reviews processes and procedures followed by the end-user to determine steps taken prior to malfunction and clarifies correct procedures. Confers with other IT staff regarding action taken or needed. Documents technical processes and troubleshooting guidelines in knowledge management database.

Processes and performs electronic transfer of City financial data to banks, including but not limited to, payroll, direct deposit, utility bank draft payments, finance bank drafts, retirement fund and tax withholding payments, employment data, and related information.

Performs daily, weekly, monthly, and other periodic system backups.

Installs system software upgrades. Processes new employees into system, including access and security codes.

Processes and reconciles Department purchase card transactions. Submits Department purchases and bills to Finance Department for payment.

Provides billing and mailing assistance, as needed.

Performs all work duties and activities in accordance with City policies, procedures, and safety practices.

Performs other duties as assigned. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this position at any time.

### **CLASSIFICATION REQUIREMENTS**

The requirements listed below are representative of the minimum knowledge, skill, and/or ability required for an individual to satisfactorily perform each essential duty satisfactorily and be successful in the position.

#### **Knowledge of:**

- Methods, techniques, and objectives of providing information system support to users;
- Methods, techniques, and objectives of providing administrative support;
- Operation of standard office equipment;
- Operation of the City information technology systems;
- Customer service methods, techniques, and objectives;
- Federal (OSHA) regulations and City policies regarding safe work practices;
- Operation of a personal computer and job-related software applications.

#### **Skill and Ability to:**

- Provide administrative support to the City's Information Technology (IT) Department and provide assistance to employees with the City's information technology systems;
- Troubleshoot and resolve information system problems;
- Install system software upgrades;
- Process new employees into the system, including setting up access and security codes;
- Perform daily, weekly, monthly, and other periodic system backups;
- Perform a variety of computerized financial transactions, including but not limited to payroll processing, retirement and tax withholding payments, bank deposits, and related transactions;
- Maintain service records, documents, and logs and prepare periodic reports;
- Provide efficient customer service;
- Operate basic office equipment including a personal computer and job-related software and applications;
- Maintain a professional demeanor at all times;
- Communicate effectively in the English language at a level necessary for efficient job performance;
- Complete assignments in a timely fashion; understand and comply with all rules, policies and regulations;
- Perform all duties in accordance with City policies and procedures with regard for personal safety and that of other employees and the public.

### **ACCEPTABLE EXPERIENCE, TRAINING, LICENSES AND/OR CERTIFICATIONS**

- High school diploma or GED required;
- Associates degree, two years of technical school or other advanced computer training required;
- One (1) year of experience is preferred.

An equivalent combination of education and experience that provides the required skills, knowledge and abilities to successfully perform the essential functions of the position may be considered.

### **PHYSICAL REQUIREMENTS**

While performing the duties of this classification, the employee is frequently required to stand, walk, sit, stoop, kneel, bend, use hands to handle materials, manipulate tools, keyboard and type, reach with hands and arms, and operate job-related equipment. The employee must occasionally lift and/or move up to 30 pounds with assistance. Sufficient visual acuity and hearing capacity to perform the essential functions and

interact with the public is required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.