

**JOB DESCRIPTION
CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT
EMPLOYMENT AND
COMPENSATION DIVISION**

Job Title Computer Support Assistant
Sch.& Grade PAT-5
Class Code CI17
FLSA Status Non-exempt
Bargain Unit Elig. Not Eligible
Occupational Series Computer Technical

PRIMARY PURPOSE:

To assist with Support Center functions in a training capacity under the guidance and assistance of other Support Center staff members.

SUPERVISION:

Under general supervision of the Director of Information Systems and direct supervision of the IS Support Center Coordinator. Training and mentoring may also be provided by Computer Technicians.

DESCRIPTION OF WORK:

ESSENTIAL FUNCTIONS:

1. Assists in the field in a training capacity to provide support for the City's computer hardware and software systems.
2. Provides telephone assistance for the Information System's Support Center under the guidance and direction of the IS Support Center Coordinator for the purpose of receiving and logging employee requests for service.
3. Researches answers to questions related to computer software and hardware; assists Computer Technicians with the installation of software and computer hardware such as PC's, printers, modems, etc.
4. Communicates with users and vendors, as required to gather support details, assess problems, recommend alternative solutions, etc. as assigned by the IS Support Center Coordinator.
5. Documents all requests for service, provides continuous status reports, and resolution to requests utilizing helpdesk software as provided.
6. Utilizes hand tools necessary for installation and minor repair of computer equipment.
7. Assists with the receiving of computer equipment, including maintenance of the database utilized for tracking orders, receipts, and billings for computers ordered for all City departments.

IMPORTANT FUNCTIONS:

1. Performs minor office administration tasks such as copying, filing, faxing, etc.
2. Delivers and picks up computer equipment and supplies from off-site locations.
3. Travels to various City departments located throughout the city to provide computer support, as assigned.

Performs related work as required.

QUALIFICATIONS REQUIRED:

Any combination of education, training, and experience providing the following knowledge, skills, and abilities:

Knowledge

Demonstrates a strong understanding of customer service techniques. Processes a basic working knowledge of microcomputer hardware architecture and functions such as printing, spreadsheets, databases, word processors, and graphics that enables the individual to grasp and gain more in-depth knowledge of computer hardware and software in a training environment.

Abilities

With adequate on-the-job training, exhibits the ability to determine users’ computer needs; gather details to support requests for services related to computer problems; generate clear, concise reports; follow oral and written instructions; balance priorities effectively; communicate effectively both verbally and in writing; effectively and courteously interface and communicate with employees at all organizational levels and the general public; present an overall professional image; effectively welcome and embrace differences among employees and citizens; perform effectively as a member of the team in carrying out the City’s stated mission and philosophy; perform the essential functions of the job without posing a direct threat to the health and safety of others.

Experience, Education, and Training

Requires a minimum of 40 hours college credit from an accredited school in Computer Information/Technology related course work. Two years of substantial work experience within microcomputer environments may be substituted for the formal education requirement.

Physical Requirements

Performs bending, squatting, kneeling, reaching from ground level to overhead; lifts, carries, pushes and pulls up to 40 pounds; must be able to hold and grip objects; must be able to operate a computer keyboard and/or mouse; may be subject to sitting for long periods of time.

Working Environment

Primarily indoor with heating and cooling regulated in a general office environment. May be subjected to extreme weather conditions when traveling to remote City locations to provide support or pick-up/deliver computer equipment and supplies.

Licensing/Certification

None required.

Miscellaneous Requirements

If operating a motor vehicle during the course of performing job duties, must possess a valid Missouri Motor Vehicle Operator’s License.

Last Revision:	February 8, 2012	GENERAL ORDINANCE NO. 5126
Comments:	Updated Abilities	Date: October 15, 2001

I have read the foregoing job description in its entirety and understand its contents. I can perform the essential functions outlined with or without reasonable accommodation under the Americans with Disabilities Act.

Signed: _____ **Date:** _____