

HELP DESK/PC SPECIALIST

The City of Harrisburg is accepting applications for Help Desk/PC Specialist in the Department of Administration, Bureau of Information Technology. This position serves as the point of contact for employees and end users of personal computers and peripheral equipment, to provide resolution to computer-related problems, assist in configuring, troubleshooting and repairing computer systems, and support computer hardware and software applications. The position reports directly to the Director of Information Technology or designee. This is a management, FLSA-exempt position.

Applicants must possess an Associate's degree in Computer Science, Information Systems or related field, or an equivalent combination of experience and training plus three (3) years of direct customer contact/customer service experience in the installation, maintenance and troubleshooting of Microsoft Office products and operating systems; one (1) year of experience in hardware/software troubleshooting in environments servicing local and remote users; and a valid Pennsylvania Driver's License, Class C, or equivalent is also required.

The annual salary range is \$42,000 to \$45,000 (commensurate with experience and qualifications), plus an excellent benefits package.

The City intends to fill this position as soon as possible. It will remain open until filled. If interested, please submit a cover letter, your resume, three employment references and salary history to:

City of Harrisburg, Bureau of Human Resources
The Rev. Dr. Martin Luther King, Jr. City Government Center
10 N. 2nd Street, Harrisburg, PA 17101
Phone: (717) 255-6475
Email: HR@harrisburgpa.gov (**electronic submission preferred**)

The City of Harrisburg is an Equal Opportunity Employer.
Eric Papenfuse, Mayor
www.harrisburgpa.gov

JOB TITLE**GRADE: 11**

Help Desk/PC Specialist
Bureau of Information Technology

DEFINITION

This position serves as the point of contact for employees and end users of personal computers and peripheral equipment, to provide resolution to computer-related problems, assist in configuring, troubleshooting and repairing computer systems, and support computer hardware and software applications.

EQUIPMENT/JOB LOCATION

Work is performed at the Rev. Dr. Martin Luther King, Jr., City Government Center and at outside agencies and facilities throughout the City's WAN. Duties are typically performed weekdays between 8:00 a.m. and 5:00 p.m., but may be required some evenings, weekends and holidays. Job requires the use of personal computers, printers / MFPs, and Windows 10 Professional Desktop Operating Systems.

ESSENTIAL FUNCTIONS

The Information Technology Help Desk/PC Specialist is responsible for answering, evaluating and prioritizing incoming telephone, voicemail, e-mail, and in-person requests for assistance from employees and end users experiencing problems with software, hardware, networking and other computer-related technologies. Identifies potential methods, materials and activities to resolve immediate problems and to eliminate or minimize future problems. Performs laptop and desktop PC configuration and setup and assists in building or repairing desktop systems and new software rollouts. Performs mobile device configuration and setup and upgrading of devices. Performs minor network cabling. Maintains regular, punctual and predictable attendance. Reports to work and remains at work in a productive condition which includes not being under the influence or impaired by the use of alcohol and/or drugs. The individual in this position must be self-motivated, possess a positive professional attitude, and have an ability to work effectively in a team environment. Additionally, this individual must possess excellent customer service and strong analytical and troubleshooting skills, a thorough knowledge of Windows 10 Desktop Operating Systems, an understanding of intermediate network connectivity and experience with TCP/IP protocol.

NON-ESSENTIAL FUNCTIONS

Performs other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Positive, professional attitude.
- Excellent customer service, communication and analytical skills.
- Ability to be effective in an active environment in order to contribute to a positive and cohesive team.

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Help Desk/PC Specialist
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REQUIRED KNOWLEDGE, SKILLS AND ABILITIES (CON'T)

- Ability to work with minimal supervision to facilitate the resolution of service requests.
- Ability to understand theory and function of network elements.
- Ability to request quotes on new equipment and order equipment from approved vendors.
- Thorough knowledge of Windows 10 Professional Desktop Operating Systems.
- Knowledge of Microsoft Office Professional 2019 and Office 365.
- Knowledge of laptop and desktop PC setup and configuration, including basic network troubleshooting skills and TCP/IP protocol.
- Ability to diagnose hardware and software problems and apply corrective actions.
- Knowledge of network printers / MFPs.
- Knowledge of Help Desk support ticket ticketing systems.
- Knowledge of VoIP phone systems
- Knowledge of mobile device configuration, setup, and device upgrades
- Knowledge of Mobile Device Management systems

QUALIFICATIONS

Applicants must possess an Associate degree in Computer Science, Information Systems or related field, or an equivalent combination of experience and training plus three (3) years of direct customer contact/customer service experience in the installation, maintenance and troubleshooting of Microsoft Office products and operating systems; one (1) year of experience in hardware/software troubleshooting in environments servicing local and remote users; and a valid PA driver's license class C or equivalent.