



Job Title Help Desk Technician
Department: MIS
Hours: Monday – Thursday, 8:15am – 5:00pm, Friday, 8:15am – 12:15pm
Salary: \$30.08 - \$33.33 per hour. This is a union position

DEFINITION:

The Help Desk Technician performs a variety of technical and complex work ensuring that the desktop and endpoint environments are properly functioning. The person in this position also assists with ongoing projects within the MIS Department as well as routine daily tasks. The Help Desk Technician requires uses his/her knowledge of hardware and software to diagnose and resolve technology-related problems.

ESSENTIAL FUNCTIONS:

The essential functions or duties listed below are intended as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or logically assigned to the position.

- Manages City desktop and endpoint technologies; provides technology support and training; analyzes software effectiveness and related processes; troubleshoots problems and maintains workstations; installs and tests new software patches; updates applications to appropriate versions.
- Manages and provides support for the City VoIP telephone system; works with providers on installing applicable patches and updates; provides employees support in the operation of the telephones.
- Manages and provides employee support for workstations, printers, copiers and other associated peripheral devices; maintains and updates access to printers and copiers.
- Manages and maintains Microsoft Windows applications, systems, and Office 365; assigns email accounts and establishes email addresses; maintains and updates email distribution lists; performs necessary Office 365 maintenance and updates.
- May assist in the installation or modification of network servers, switches, routers, workstations, printers and other peripheral devices.
- Provides first response support for desktop, peripheral and Office 365 related problems at multiple work sites; quickly determines cause of technology problems and takes corrective action.
- Assists staff in understanding and using technology; provides broad based user training on a wide variety of software and peripheral devices.
- Monitors system performance, analyzes problems and takes appropriate corrective actions.

- Maintains all appropriate documentation, files, logs and records required for areas of assignment; maintains applicable inventories to include procurement and disposal of equipment.
- Assists with the management and safeguarding all software licensing agreements and safeguards software media and associated licenses; ensures technology documents/certificates such as product registrations, SSL certificates, maintenance agreements, service contracts, etc. are maintained; evaluates and updates related technology operations and/or technology services.
- Assists with the management the acquisition, installation, and maintenance of hardware/software; manages maintenance & diagnostic service contracts and ensures compliance with all software licensing agreements.
- Serves as technical liaison with vendors on software and hardware specification.
- Performs routine preventive maintenance on hardware and software; applies techniques to protect data through digital and physical security methods.
- Presents and implements technological alternatives to streamline and improve productivity.
- Maintains knowledge on current technology by reading periodicals, evaluating new technologies and attending technical seminars and training sessions.
- Performs other related duties as required.

SUPERVISION RECEIVED:

The incumbent works largely independently and receives general instruction and guidance from the Director of MIS. This person should seek clarification for only the most complex or non-routine tasks.

QUALIFICATIONS:

- At least four (4) years of related experience working preferably in a municipal environment or any equivalent combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.
- Must have a valid driver's license.
- Revere residency strongly preferred.
- Bachelor's degree in Computer Science or related field required.
- Microsoft Technology Associate (MTA), CompTIA or CCNA certifications preferred.
- Ability to speak Spanish preferred.

KNOWLEDGE, ABILITY, AND SKILLS:

Knowledge:

- Strong knowledge of City software applications (including but not limited to: Adobe Photoshop; Microsoft Office, Microsoft Publisher, Microsoft Visio) and related technologies.
- Strong knowledge of infrastructure requirements, protocols and components of local and wide area networks; Windows Server Environment; Microsoft Office 365; backup systems; network/workstation peripherals; print servers; firewalls, spam & antivirus software; computer hardware (replacing hard drives, hardware drivers, etc.).
- Knowledge of basic networking skills.

- General knowledge of a wide variety of application programs (HTML, word processing, spreadsheets, and databases).

Abilities:

- Ability to create and maintain accurate and detailed records and technical documentation.
- Ability to identify, gather and analyze information and resolve problems in a timely manner.
- Ability to develop alternative technology solutions.
- Ability to install the latest PC applications, troubleshoot and fix major system components from hard drives to CPU's.
- Ability to learn new skills to improve job performance.
- Ability to read and interpret written information.
- Ability to handle multiple problems and projects simultaneously.
- Ability to multitask in a fast-paced environment.

Skills:

- Skilled in using automated systems and the Microsoft Office suite of products, especially Excel.
- Strong technical troubleshooting skills.
- Excellent communication skills: ability to communicate effectively, both orally and in writing; ability to communicate technical information to a user community.
- Creative thinking, listening and problem-solving skills.

WORK ENVIRONMENT

Work is performed primarily in office conditions during regular business hours but at times may require night or weekend hours. Occasional light to moderate physical effort required to perform duties under typical office conditions. Occasionally required to lift items and equipment weighing up to 25; pounds; frequently required to stand and walk; occasionally required to kneel, bend, reach, stoop, crouch and twist. Must have vision and manual dexterity to install and maintain equipment and to operate a keyboard. Regularly required to talk and listen. The work environment characteristics described here are representative of those that an employee encounters while performing the essential functions of this job.

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of the person so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time as needed.

The City of Revere is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability or protected veteran status, or any other legally protected basis, in accordance with applicable law.

Interested candidates should apply online. The application must be submitted via the City's [Online Application Portal](#). Please submit a resume, cover letter and salary requirements with your application. If you have any questions, feel free to contact us at: jobs@revere.org.