



Job Title IT Service Desk Support Analyst
Department: Information Technology
Hours: Monday, 8:00AM – 7:00PM; Tuesday – Thursday, 8:00AM – 5:00PM;
Friday, 8:00AM – 12:00PM.
Salary: \$69,914 - \$79,320 annually with educational incentives and stipends. This is a full-time union position.

DEFINITION:

The IT Service Desk Support Analyst performs a variety of technical and complex work ensuring that the desktop and endpoint environments are properly functioning. This position serves as the primary point of contact for end users. The person in this position may also assist with ongoing projects within the Information Technology Department as well as routine daily tasks. The IT Service Desk Support Analyst requires knowledge of hardware and software to diagnose and resolve technology-related problems.

CORE ESSENTIAL FUNCTIONS:

The essential functions or duties listed below are intended as illustrations of the various types 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.

- Serve as the primary point of contact for all IT-related inquiries and support requests from employees.
- Provide first response technical assistance and troubleshooting to resolve hardware, software, and network issues; determine cause of technology problems and takes corrective action.
- Manage and provide employee support for printers, copiers and other associated peripheral devices; maintain and update access to printers and copiers.
- Document and track all support tickets and resolutions using the departmental ticketing system.
- Collaborate with other IT team members to escalate and resolve complex technical issues in a timely manner.
- Develop and maintain knowledge base articles and documentation for common IT procedures and issues.
- Conduct regular maintenance tasks, updates, and system checks to ensure optimal performance and security.
- Install, configure, and maintain desktops, laptops, printers, and other IT equipment. Manage City desktop and endpoint technologies; provides technology support and training; analyze software effectiveness and related processes; troubleshoot problems and maintain

workstations; install and test new software patches; update applications to appropriate versions.

- Assist with user account management, including account creation, email account assignments maintaining and updating email distribution lists, password resets, and access permissions using Microsoft Active Directory, Office 365 and other systems.
- Assist with IT asset management, including inventory tracking and procurement of new equipment.
- Manage and provide support for the City VoIP telephone system; performs add/change/remove functions, work with providers on installing applicable patches and updates; provide employees support in the operation of the telephones.

ADDITIONAL FUNCTIONS:

- Participate in IT projects and initiatives as needed, providing technical expertise and support.
- May assist in the installation or modification of network servers, switches, routers.
- Assists staff in understanding and using technology; provides broad-based user training on a wide variety of software and peripheral devices.
- Monitor system performance, analyze problems and take appropriate corrective actions.
- Maintain all appropriate documentation, files, logs and records required for areas of assignment; maintains applicable inventories to include procurement and disposal of equipment.
- Assist with the management and safeguarding all software licensing agreements and safeguard software media and associated licenses; ensure technology documents/certificates such as product registrations, SSL certificates, maintenance agreements, service contracts, etc. are maintained; evaluate and update related technology operations and/or technology services.
- Assist with the management, acquisition, installation, and maintenance of hardware/software; manage maintenance & diagnostic service contracts and ensure compliance with all software licensing agreements.
- Serve as a technical liaison with vendors on software and hardware specification.
- Perform routine preventive maintenance on hardware and software; apply techniques to protect data through digital and physical security methods.
- Present and implement technological alternatives to streamline and improve productivity.
- Maintain knowledge on current technology by reading periodicals, evaluating new technologies and attending technical seminars and training sessions.
- Perform other related duties as required.

SUPERVISION RECEIVED:

The incumbent works largely independently and receives general instruction and guidance from the Director of Information Technology. 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.
- Familiarity with ITIL best practices and service desk procedures.
- Excellent troubleshooting and problem-solving skills.

- Strong customer service orientation with the ability to communicate technical information effectively to non-technical users.
- Ability to work independently and collaboratively in a fast-paced environment.
- Certifications such as CompTIA A+, Microsoft Certified Desktop Support Technician (MCDST), or ITIL Foundation are a plus.
- Must have a valid driver's license.
- Reverse residency strongly preferred.
- Bachelor's degree in Computer Science or related field preferred but not required.
- Microsoft Technology Associate (MTA), CompTIA or CCNA certifications preferred.
- Bilingual preferred.

KNOWLEDGE, ABILITY, AND SKILLS:

Knowledge:

- Strong knowledge of City software applications (including but not limited to: Microsoft Office, Office 365) 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 such as hard drives and 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 common IT 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.