



Senior Help Desk Technician

ROLE SUMMARY

Under supervision, performs at the fully functional level, providing technical support on moderately complex personal computer (PC) and PC network malfunctions, and performs related duties as required.

Location: 1615 W. Chicago Ave, 4th floor, Chicago, IL 60622

Days: Monday - Friday

Hours: 9:00am to 5:00pm

This position is covered by the collective bargaining agreement between the City of Chicago and the American Federation of State, County and Municipal Employees (AFSCME) and is in the career service.

ESSENTIAL DUTIES

- Responds to calls to the help desk and escalated calls from first-level response, asking questions and obtaining information from users that will assist in assessing the extent of software and hardware problems experienced.
- Monitors the network via a terminal to read and view files on servers and to conduct varied connectivity tests to isolate and identify source of personal computer and network malfunctions.
- Responds to moderately complex questions and assists users on computer and software-related issues (e.g., setting up E-mail accounts/usernames/passwords, accessing the Internet, operating personal computers and software).
- Provides assistance to users and resolves problems of a more complex nature relating to gaining access and using mainframe, Oracle, and other software applications on the network.
- Troubleshoots and resolves a wide range of connectivity, hardware, and software problems.
- Travels to field sites to independently troubleshoot network problems and resolve hardware and software malfunctions, as required.
- Completes work orders to document work performed.
- Instructs users in the operation of new or upgraded software applications.

- Sets up computer workstations and peripheral equipment and loads and tests software packages onto PCs.
- May oversee lower-level staff in resolving user problems at field locations.

The list of essential duties is not intended to be exhaustive; there may be other duties that are essential.

MINIMUM QUALIFICATIONS

Fifteen semester hours in Computer Sciences or Information Technology/Systems, plus two years of experience in performing technical support functions, or an equivalent combination of education, training and experience.

A valid State of Illinois driver's license is required.