



## **EMPLOYMENT OPPORTUNITY**

### **IT HELP DESK TECHNICIAN – PART TIME** **Information Technologies Division**

In compliance with the Americans with Disabilities Act, persons needing Accessibility and/or Language assistance help should contact 801.629.8701, visit <http://accessibility.ogdencity.com> or contact Relay Utah at 711 or 888.735.5906.

#### **EXPERIENCE AND TRAINING GUIDELINES**

Equivalent to the completion of the twelfth grade with documented IT training such as A+ or similar IT training and certifications. One year of general IT help desk or hands-on IT experience, or an equivalent combination of training and experience. Work in an office and machine room/wiring closet environment; sustained posture in a seated position and prolonged periods of typing and data input, installing and repairing equipment at an electronics workbench.

#### **KNOWLEDGE OF**

- Methods and procedures of IT equipment, software, configurations, troubleshooting and data processing.
- Modern office procedures, methods, and IT equipment to the level of a skilled user/level one support technician.
- Basic principles of record keeping documentations and structured troubleshooting procedures.
- English usage, spelling, grammar, and punctuation.

#### **ABILITY TO**

- Operate office equipment including IT equipment to the level of a skilled user/ level one support technician.
- Type at a speed necessary for successful job performance.
- Meet schedules and timelines.
- Maintain records and prepare computer generated reports.
- Understand and follow oral and written instructions.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working and customer service relationships with those contacted in the course of work.
- Maintain mental capacity which allows for effective interaction and communication with others.
- Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include the following: Sitting for extended periods of time, operating assigned equipment, lifting, relocating, and installing IT equipment up to 40lbs, bending and stretching required to connect and disconnect IT equipment, reaching, bending, stretching, crawling required to install interior and exterior, ability to maintain correct postures to prevent repetitive motion injury while using keyboards and other IT equipment and terminating/punch down of IT wiring and cables.

- Maintain effective audio-visual discrimination and perception needed for: Making observations, communicating with others, reading, and writing, operating assigned equipment and software, safely work in machine room and wiring closet and electronic/electrical workbench environments.

### **ESSENTIAL FUNCTIONS**

- Receives general supervision from higher level staff.
- To perform entry level Information Technology support activities in support of the IT Division's end user customers and to perform other customer support duties and IT functions as assigned.
- Ability to setup IT equipment, install and maintain hardware and software; ability to backup, restore and transfer data between various IT equipment and storage devices.
- Perform basic troubleshooting procedures related to IT equipment and software utilizing a systematic troubleshooting methodology.
- Provide high quality customer service response to the IT Division's customers coordinating the appropriate resolution of their support requests following the IT Case handling guidelines and other relevant City, Departmental, and Divisional policies, procedures, and guidelines.
- Operate a variety of office equipment including copiers, postage meters, facsimile machines, and computers; input and retrieve data and text; organize and maintain disk storage and filing to the level of a skilled user.
- Distribute or file computer print outs; perform various clerical duties in support of IT Divisional functions.
- Participate in routine recording keeping and documentation duties; including but not limited to physical inventory, trouble tickets and work orders, and various user management systems.
- Attendance and punctuality are essential functions of this position. Employee is required to work as a team and frequently meet with co-workers and supervisors; employee is required to communicate in-person with the public during office hours; and employee is required to use on-site equipment.

### **MARGINAL FUNCTIONS**

- Answer the telephone and wait on IT customers, vendors, and the public; provide information on departmental and City policies and procedures as required.
- Perform related duties and responsibilities as required.

### **CRIMINAL HISTORY BACKGROUND CHECK**

Must be able to pass a Federal, State, and Local background check successfully.

### **VETERAN'S PREFERENCE POINTS**

Applicants MUST submit a copy of their DD-214 to the Human Resource office during the interview process. This is for initial appointments only.

### **EDUCATION REQUIREMENT**

Successful applicant must submit a copy of their high school diploma or GED before appointment.

**MOTOR VEHICLE REPORT**

Driver license report (MVR) will be obtained by the Human Resources division if applicable.

**SALARY/HOURLY RATE**

\$10.00 to \$12.00 per hour for approximately 29 hours per week. This position is not eligible for benefits.

**APPLICATION PROCEDURE**

On-line applications will be accepted at [www.ogdencity.com](http://www.ogdencity.com) until filled. If you do not have access to a computer, you may come to the Ogden City Human Resources office located at 2549 Washington Blvd., Suite 220, Ogden, UT 84401 between the hours of 8:00 a.m. to 5:00 p.m. Monday through Friday.

All applications or resumes will be evaluated and ranked based on relevant education and experience as stated therein. Highest ranking applicants may be invited for a personal interview.

**WE ARE A DRUG FREE WORKPLACE**  
**AA/EOE/ADAAA**  
**November 3, 2021**