



JOB TITLE: Information Technology Coordinator

SALARY RANGE: \$ 42,259.00 - \$ 63,389.00

OPENING DATE: JULY 26, 2017

CLOSING DATE: UNTIL POSITION IS FILLED

WORK HOURS: 8:30 a.m. – 5:30 p.m.

JOB SUMMARY:

Under general direction, is responsible for providing direction in technical software and hardware support, and informal training on hardware and software use in response to customer's requests. Provides support on a broad range of client hardware and software products. Responsible for tracking and communicating status of response to incidents/ problems. Configures and installs desktop PCs, peripheral equipment, laptops and other mobile devices. Follows established procedures for performing configuration changes, updates and upgrades. Coordinates the deployment of new images, software/hardware upgrades and fixes. Makes suggestions for design of standard integrated products to meet customer requirements. Exercises no supervision.

ESSENTIAL JOB FUNCTIONS:

- **Service Level Management:** Is aware of service level agreement targets. Takes steps to meet or exceed requirements. Explains service procedures to customers.
- **Project Planning:** Provides input during project planning and requirements phase. At times, may lead project planning efforts.
- **Problem Resolution:** Responds to Tier I and at times, Tier II support requests via multiple sources such as phone and email. Interacts with customers in a courteous and professional manner. Troubleshoots problems by evaluating multiple options to resolve customer problems. Performs root cause analysis and develops checklists and scripts for resolving routine problems.
- **Documents problem status and resolution.** Escalates when necessary. Researches trouble issues using multiple sources. Coordinates the resolution of application, hardware and software problems. Assists systems and programming professionals, as needed. Creates temporary solutions until permanent solutions can be implemented.
- **Vendor Support and Management:** Works with vendor technical expert to resolve customer problems.
- **Problem Resolution Communications:** Documents incident/problem status and resolution in tracking log. Alerts team members about recurring problems. Documents and reviews solutions to common problems

and responses to frequently asked questions. Documents and coordinates updates on issues in a timely manner to ensure customer satisfaction and productivity. May provide on-the-spot training to customers. Recommends procedures and controls for problem resolution. Recommends ideas for improving queue time, abandoned call rates and first contact resolution.

- Hardware and Software Installation and Configuration: Configures and installs desktop PCs, peripheral equipment, laptops and other mobile devices. Follows established procedures for performing configuration changes, updates and upgrades. Coordinates the deployment of new images, software/hardware upgrades and fixes.
- Integration Testing: Participates in integration testing.
- Business Continuity: Assists customers with complex recovery issues.
- Emerging Technologies: Makes suggestions for design of standard set of integrated products (standard image) by recommending hardware and software products to meet customer requirements. Recommends products to customers by researching needs and evaluating corporate standards list.
- Technical Support for Meetings: Plans, provides in the setup and insures that all technical resources are available for meetings to include video conferencing.
- Performs related duties and fulfills responsibilities as required.

JOB REQUIREMENTS:

- Bachelor's degree from an accredited college or university.
- Two (2) years in functional position or related work experience.
- Candidates may substitute work experience for degree on a 2 (two years of experience) to 1 (one year of college) ratio.
- Valid Driver's License.

PREFERRED QUALIFICATIONS:

- Prior experience in information technology support.
- Experienced in troubleshooting and supporting large work groups with technical expertise.

APPLICANT INFORMATION:

- If selected for this position, official transcripts, diplomas, certifications and licenses must be submitted at the time of processing. Unofficial transcripts and copies of other relevant documents may be attached to the application for consideration in advance.
- Please be advised that if selected for this position, information regarding employment history as it relates to the qualifications of this position will be needed for employment verification. Applicants claiming military service to meet the experience requirement for this position may attach a DD214 to the application.

KNOWLEDGE SKILLS AND ABILITIES:

- Knowledge of Internet Protocols and Networking understanding.
- Knowledge of PC technology, computer operating systems, network printer configuration and mobile device configuration in Windows and Macintosh Operating Systems.
- Knowledge of VoIP technology and troubleshooting.
- Knowledge of computer systems scheduling and report distribution.
- Skill in professional, courteous verbal and written communications.
- Ability to establish and maintain effective working relationships with City staff and the general public.
- Ability to perform root cause analysis on various types of mobile device connectivity problems.
- Ability to create technical requirements documentation.
- Ability to communicate clearly and effectively, both verbally and in writing.

PHYSICAL REQUIREMENTS:

Physical requirements include visual acuity, speech and hearing; hand and eye coordination and manual dexterity necessary to operate computer keyboard. Subject to sitting, standing, lifting and walking to perform the essential functions.

To apply for this position, please send your application, resume, and cover letter to jobs@visitsanantonio.com