



GREAT BENEFITS!

- Health Plan
- Pension Plan
- Health, Education, & Wellness Center
- Dental Plan
- Vision Plan
- Deferred Comp
- Spending Accounts
- Life Insurance
- Longevity Payments
- Tuition Reimbursement
- Employee Assistance Program
- Paid Leave
- Paid Holidays
- Sick Leave Bank
- Paid 30 min Break
- Vacation Sell
- Flex Schedules
- Training Opportunities

CIVIL SERVICE JOB ANNOUNCEMENT

Civil Service Department, Suite 569, City County Bldg, 400 Main Street, Knoxville, TN 37902 (865) 215-2106.
Web:www.knoxvilletn.gov

2059 Help Desk Technician 3/20/24
(Entry level and promotional)

ENTRY-LEVEL SALARY: \$ 38,788 annually
PAY GRADE RANGE: \$ 38,788 - \$ 62,061 annually (Pay Grade 307)
The City of Knoxville requires as a condition of employment that all newly employed individuals, former employees that have been re-hired, or employees promoted to a new classification will receive their paychecks by way of automatic direct deposit.
Starting and promotional salaries will be determined based upon applicant qualifications and in accordance with Civil Service Merit Board Rules and Regulations.
The City of Knoxville only accepts online applications. To apply, go to <http://www.knoxvilletn.gov/jobs>.
You must complete ALL APPLICABLE SECTIONS of the application. DO NOT LEAVE SECTIONS BLANK SIMPLY BECAUSE THAT INFORMATION APPEARS ON YOUR RESUME. Doing so could result in your application being deemed incomplete. If you need assistance submitting an application, you may visit the Civil Service office at the address listed above.

- The following documents MUST be submitted online by 4:30 p.m. on: **Monday, April 1, 2024.**
- Completed City of Knoxville Online Application
 - Detailed Resume (upload and attach to your online application)
 - Copy of College Transcripts (if applicable upload and attach to your online application).
 - If you have questions regarding your application or need help applying, please email mbfoster@knoxvilletn.gov before the posting deadline.

JOB DESCRIPTION: Please See Attached Position Description

- Current City Employees may apply, but must have completed initial Civil Service probationary period and must have received a satisfactory performance rating on their last evaluation to receive promotional preference.
 - High school diploma or GED equivalent.
 - Requires two years or more of college computer courses from a CHEA accredited college or university
- OR
- One (1) year of experience in a computer related field.

PREFERRED QUALIFICATIONS

The hiring authority may give preference to applicants with two (2) years’ experience as a help desk or PC Analyst or equivalent work, and/or in a customer service-related field. Additional consideration will also be given to advance certification in Windows.

EXAMINATION

The selection procedure for this position will be a Written Exam 100%. The exam will cover troubleshooting computer problems, computer equipment, record keeping, decision making, communication, working relationships, and interpersonal skills.

Note: Background checks will be conducted.

AN EQUAL OPPORTUNITY EMPLOYER/DRUG FREE WORKPLACE

The City of Knoxville does not discriminate on the basis of race, color, creed, national origin, sex, religion, age, veteran status, disability, gender identity, genetic information, or sexual orientation in employment opportunities.

GENERAL DESCRIPTION

Under general supervision, delivers quality customer service to Information Technology customers by providing them with a single point of contact for resolution of computer and network problems or make inquiries; documents all troubleshooting processes and results.

ESSENTIAL FUNCTIONS

PROBLEM TRACKING: Responds to questions and requests regarding personal computer-related problems via telephone, e-mail, and personal contact; logs questions and requests regarding personal computer-related problems via call tracking software. Update call tracking software on a regular basis.

DIAGNOSIS AND TROUBLESHOOTING: Diagnoses end-user personal computer-related problems upon notification; troubleshoots personal computer-related problems by suggesting possible solutions to these problems; teams with an Information Systems Engineer or Systems Analyst if computer-related question or request falls beyond the scope of the Technician’s knowledge or responsibility.

DOCUMENTATION: Documents aspects of personal computer-related problems, which includes troubleshooting techniques, resolution of problems, and dispatching to other employees.

COMPUTER HARDWARE INSTALLATION: Installs City provided computers, smart phones, tablets, multi-function copiers, and printers for end-users.

COMPUTER SOFTWARE INSTALLATION: Determines hardware and licensing requirements for proper installation; installs software on end-user computers.

INTERNET SERVICES: Troubleshoots internet and remote access issues for end users of the City’s computer network systems.

MARGINAL FUNCTIONS

Performs related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES

INTERPERSONAL RELATIONSHIPS: High level of skill in maintaining effective working relationships with coworkers and end-users.

ORAL COMMUNICATION: High level of ability to communicate effectively via telephone and in-person.

WRITTEN COMMUNICATION: High level of ability to effectively record and document technical information and troubleshooting procedures.

TROUBLESHOOTING: High level of skill in troubleshooting computer-related problems.

DECISION MAKING: High level of ability to determine how problems should be solved.

RECORD KEEPING: Moderate level of ability to maintain accurate and complete records and logs of allocated equipment and problem calls received and acted upon.

COMPUTER HARDWARE: Working knowledge of computers, smart phones, tablets, multi-function copiers, printers, and network cabling.

COMPUTER SOFTWARE: Working knowledge of computer software (e.g., Microsoft Word; Microsoft Excel; PowerPoint; Outlook; etc.).

INTERNET SYSTEMS: Working knowledge of City cloud-based systems.

PHYSICAL REQUIREMENTS

This position consists of primarily medium work, requiring the incumbent to exert up to 50 pounds of force occasionally, or 20 pounds (or less) of force frequently, in order to lift/carry, push/pull or otherwise move objects. A description of the specific physical requirements associated with this position is maintained on file in the Human Resources office for review upon request.

MENTAL REQUIREMENTS

This position uses some training and/or experience to select from a limited number of solutions the most appropriate actions or procedures in performing the job. A description of the specific mental requirements associated with this position is maintained on file in the Human Resources office for review upon request.

MINIMUM REQUIREMENTS

High school diploma or GED equivalent.

Requires two years or more of college computer courses from a CHEA accredited college or university

OR

One (1) year of experience in a computer related field.

PREFERRED QUALIFICATIONS

The hiring authority may give preference to applicants with two (2) years’ experience as a help desk or PC Analyst or equivalent work, and/or in a customer service-related field. Additional consideration will also be given to advance certification in Windows.