

**CITY OF AURORA
JOB DESCRIPTION**

**JOB CODE: 142
SALARY GRADE: 015
EFFECTIVE/UPDATED: 7/15/2021**

SUPPORT DESK COORDINATOR

Definition

Under general supervision of the Chief Information Officer and in accordance with established policies and procedures, the Support Desk Coordinator provides first tier technical support including troubleshooting, diagnosis, and resolution of computer problems and City supported applications.

Equipment/Job Location

The noise level in the work environment is usually moderate. Performs most duties in an office environment. The employee frequently is required to sit.

Essential Functions of the Job

- Oversees Support Desk Engineers providing desktide and or remote support.
- Takes technical and non-technical requests for all end users. Will provide primary support in answering and resolving basic to immediate Support Desk calls and computer operations including, but not limited to password resets, printer problems, training calls, software troubleshooting requests, software requests, software installs, and basic telephone hardware troubleshooting support.
- Answers, evaluates, troubleshoots, and prioritizes incoming telephone, voicemail, email, and in-person requests for assistance from experiencing problems with hardware, software, networking, and other computer-related technologies.
- Interviews users to collect information about problems and lead users through diagnostic procedures to determine source of error as well as educate and instruct on various application and hardware issues.
- Provides system printer queue support.
- Create, enter, track and follow up on electronic trouble tickets and communicate status and resolution to the appropriate parties.
- Escalates all unresolved software and hardware calls to designated staff. Responsible for reporting results, following escalation process, and dispatching issues to the proper channels.
- Maintains knowledge of the appropriate software packages or operating systems used by the City.
- Provides accurate and timely solutions to basic and intermediate Support Desk problems to minimize loss of end user productivity.
- Participates in team projects that enhance efficiency of Support Desk services.

Support Desk Coordinator

Job Description

- Assists with general project rollouts and support.
- Performs desktop imaging and replacement.
- Provides new user computer orientations and training.
- Assists in making software and hardware recommendations to the Chief Information Officer.
- Monitors and escalates alerts and various system alarms.
- Performs other related special project duties.

Required Knowledge and Abilities

- Requires the ability to establish and maintain good working relationships with City personnel, other agencies and vendor support personnel.
- Requires ability to work on weekends and second/third shifts on occasion.
- Interpersonal skills are required to deal with personnel situations; need to persuade and sell in the liaison role with top management calls for a high degree of human relations skills
- Considerable management skills are required to successfully perform the planning, directing, reporting and administrative responsibilities of this position
- Comprehensive knowledge of information systems technology subjects and extensive knowledge of hardware and software with the ability to keep abreast of new technologies

Qualifications for Hire

- Associate degree in Information Systems or Business Administration.
- 5+ years of experience working in a related field, preferably a municipality but not required.
- Ability to approach problems systematically, analyzing and evaluating, and making recommendations to the Deputy CIO and or Chief Information Officer.
- Basic knowledge of computers, databases, software and programs.
- Ability to establish and maintain effective working relationships with City officials and fellow employees in all departments in the City.
- Requires possession of a valid Illinois driver's license.