



## **City of Phoenix USER SUPPORT SPECIALIST**

**JOB CODE 09770**

Effective Date: Rev. 07/13

### **DISTINGUISHING FEATURES OF THE CLASS:**

The fundamental reason this classification exists is to assist users with computer and/or telecommunications hardware, software, and network problems or questions. Assistance is usually provided over the phone, but can involve field troubleshooting, training assistance, or other support. Depending on the assignment, this classification provides support for mainframe applications, systems software, local area network (LAN) connections, telecommunications, computer hardware (such as network servers, printers, terminals, and modems), and commercial software packages (such as word processing, spreadsheets, electronic mail, and calendaring applications). Incumbents use a variety of online monitoring and diagnostic software tools, reference manuals, vendors, and on-the-job experience to solve problems and provide "how-to" instructions. Distinctions from the User Technology Specialist include the responsibility for the more routine problems and questions, and more narrow and defined methods of support. Work is performed under the supervision of an Information Technology Supervisor or other supervisor, and performance is evaluated based on observation and results achieved.

### **ESSENTIAL FUNCTIONS:**

- Responds to requests from computer users regarding hardware, software, telecommunications, or network connection problems or questions;
- Prioritizes requests or problems according to established criteria and enters relevant data into a computerized user-request tracking system;
- Resolves problems or provides "how-to" instructions using a variety of online monitoring and diagnostic software tools, reference manuals, vendors, and on-the-job experience;
- Refers the more difficult problems or non-routine requests to other technical support staff or supervisors;
- Places service calls with vendors and coordinates service for the user;
- Advises users of the on-going status of their request, and places follow-up calls to ensure that satisfactory service was provided;
- Updates and revises reference materials and work procedures;
- Learns the functions and operation of new products, systems, or equipment by attending training or through tutorials or self-instruction;
- Produces basic statistical or work-activity reports by generating computer queries or gathering and assembling data;



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- Maintains regular and reliable attendance.
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity.

### **Required Knowledge, Skills and Abilities:**

Knowledge of:

- Computer and/or telecommunications operating systems, equipment, peripherals, and application packages.
- Microcomputer, minicomputer, and network troubleshooting techniques.
- Principles and methods of computer training and documentation.

Ability to:

- Communicate in the English language by phone or in person in a one-to-one or group setting regarding technical or non-technical subjects.
- Comprehend and make inferences from written material.
- Observe, compare, or monitor data to diagnose problems.
- Input data or information into a computer terminal, PC, or other keyboard device.
- Work cooperatively with users, coworkers, vendors, and other City employees.
- Remain in a sitting position for extended periods of time.
- Watch and read from a computer screen for extended periods of time.
- Learn job-related material through verbal instruction, observation, and reading.
- Maintain accurate records and logs.
- Diagnose technical problems and recommend solutions.
- Work independently within established procedures and policies.
- Work safely without presenting a direct threat to self or others.

### **Additional Requirements:**

- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment, or shift.

### **ACCEPTABLE EXPERIENCE AND TRAINING:**

Two years of experience in computer operations, telecommunications, production control, or providing technical computer support for users. Other combinations of education and experience that meet the minimum requirements may be substituted.