

<b>Job Class Code: 1271</b>	<b>FLSA Status: Non-exempt</b>
<b>Pay Basis: Annual (salary)</b>	<b>EEO Category: 3</b>

**GENERAL DESCRIPTION**

The purpose of the job classification (class) is to provide client computer systems and data processing support for the enterprise. The class is responsible for providing frontline technical assistance to users, answering Help Desk calls, operating computer systems to process requested services, scheduling operations, resolving 1<sup>st</sup> tier computer problems, preparing reports, training, and assisting users with incidents and requests. The class works within a general outline of work to be performed; develops work methods and sequences under general supervision.

<b>TYPICAL TASKS</b>	
<ul style="list-style-type: none"> <li>Operates computer systems and associated peripheral equipment including configuration and control of operations, user authorization, and sequencing of jobs.</li> <li>Provides technical support through first-level resolution of reported incidents and service requests based on specific technical expertise within targeted service level objectives.</li> <li>Troubleshoots user or system problems to identify difficulty; corrects problems or escalates tickets to the subject matter expert.</li> <li>Performs computer services for clients such as printing checks/invoices/forms/reports, sealing/folding forms, transferring data files electronically, etc.</li> <li>Prepares periodic or special reports for distribution to users as requested by client (internal and external).</li> <li>Coordinates with users, supervisor, and others to develop operational schedules and procedures.</li> <li>Assists users, customers, and others with information retrieval; elevates complex and/or high priority incidents and service requests to the appropriate support groups for resolution.</li> <li>Manages projects/initiatives as assigned.</li> <li>Performs other related duties as assigned.</li> </ul>	

<b>GENERAL STANDARDS</b>	
<b>Data Involvement</b>	Gathers, organizes, analyzes, examines, or evaluates data or information and may prescribe action based on such data or information.
<b>Interpersonal/People Involvement</b>	Gives information, guidance, or assistance to people to directly facilitate task accomplishment; may give instructions or assignments to helpers or assistants. Provide exceptional customer service skills as frontline support both verbally and written.
<b>Reasoning Requirements</b>	Performs skilled work and coordinating work involving guidelines, rules and processes, uses analytical and problem solving skills to solve problems constantly.
<b>Mathematical Requirements</b>	Uses basic algebra involving variables and formulas and computes ratios, rates and percent.
<b>Language Requirements</b>	Reads technical instructions, procedures manuals, and charts to solve practical problems; composes routine and specialized reports, forms, and business letters; speaks compound sentences using normal grammar and word form. Accurately recording calls, detailing incidents/requests, making assignments and/or routing to proper team; Provide exceptional communication skills demonstrated through clear written and verbal support to clients, professional speaking voice on the phone, effectively delivering clear messages verbally and written.
<b>Mental Requirements</b>	Performs specialized technical and professional work requiring general understanding of operating policies and procedures and their application to problems not previously encountered; applies specialized technical or professional principles and practices in the solution of problems; requires normal attention with short periods of concentration for accurate results and occasional exposure to unusual pressure.
<b>Decisions/Supervisory Control</b>	Guides others, making frequent decisions, affecting the individual, system users, coworkers, and others that depend on the service or product.

**EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS**

<b>Vocational/Educational Requirement</b>	Requires high school diploma or GED and any combination of education and experience equivalent to satisfactory completion of one year of college education in computer technology or a closely related field.
<b>Experience</b>	In addition to satisfying the vocational/education standards, this class requires a minimum of two years of related, full-time equivalent experience.
<b>Special Certifications and Licenses</b>	Requires a valid driver's license and a driving record that is in compliance with City Driving Standards. Special skills or equipment certification may be required.

**AMERICANS WITH DISABILITIES ACT (ADA) REQUIREMENTS**

The City of Chesapeake is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

*This is a class specification and not an individualized position description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list the essential functions for a given position in a classification.*