

CITY OF SOUTHFIELD
JOB OPPORTUNITY ANNOUNCEMENT

The City of Southfield is currently seeking qualified candidates for the following full-time career position:

JOB CLASSIFICATION: Help Desk Assistant – Technology Services

SALARY RANGE: TPOAM Grade F Pay Range: \$37,027 - \$45,574

Excellent benefit package, including medical, dental, vision, retirement, holidays, vacation, and more.

REPRESENTATIVE JOB DUTIES:

- Accept initial request for service, query callers on specific problems and attempt to address the request to the end user's satisfaction.
- Provide assistance to requestor and attempt to resolve the issue or request; if unsuccessful, escalate to next level of support per established guidelines.
- Keep technicians and users informed of status of assistance requests. Enter gathered information from requestor into the call tracking database.
- Assist in receiving, distribution and installation of workstation computer equipment and application software, including installing network printers.
- Other duties as assigned

JOB REQUIREMENTS – AS DETERMINED BY THE CITY OF SOUTHFIELD:

- High school graduation or equivalent, preferably supplemented by classroom training in personal computer applications. Associates Degree in Computer Science or related field desirable
- Related experience involving extensive PC and software usage sufficient to provide users with answers to basic computer related problems; some previous experience in providing support to users.
- Working knowledge/basic understanding of the following:
 - Generic Intel based computer hardware
 - Ability to answer end user's questions with Windows 7 and 10 Operating Systems
 - Microsoft Active Directory and login from a client perspective
 - Basic network connectivity and operation
 - Desktop application software including Microsoft Office 365.
 - Eden invoicing, Requisitions, and Payroll
- Significant problem solving and organizational skills necessary to prioritize and coordinate diverse requests and the ability to work under pressure of deadlines and changing priorities.
- Desirable candidates will have a proactive, public service attitude along with excellent communication skills to work with a variety of City departments, management, co-workers.
- Effective written communication skills and the ability to maintain detailed records.
- Must be able to understand and follow documentation for computer operations.
- Must possess a valid driver's license and a good driving record as determined by the City of Southfield's Driving Standards.
- Ability to pass a "level 3" security criminal history and background clearance performed by the Southfield Police Department; After hours work may be required.

Applicants will be invited to further participate in the selection process based on the nature and extent of their related experience. The selection process will include a review of the applicant's experience for posted requirements, a driving check, a criminal history check, an oral board interview, and a Background Investigation. Each step of the selection process must be passed before the applicant will be considered for advancement to the next step.

This is a "continuous" recruitment. Applications will be accepted until there are sufficient applicants to meet the City's recruitment needs. As such, interested persons should make application promptly.

APPLY AT: Human Resources Department, City of Southfield
26000 Evergreen, Southfield, MI 48076

Applications may also be downloaded from www.cityofsouthfield.com.

Current TPOAM members who wish to be considered for this position must apply by 5:00 P.M. July 6, 2020

This announcement is only a summary of the position, its duties, job requirements and compensation. Further information is available from the Human Resources Department. The City of Southfield does not discriminate in its employment or any other programs or activities on the basis of sex, race, color, age, height, weight, marital status, national origin, religion, arrest record, physical or mental disability, family status, sexual orientation, gender identity or any other protected category. We provide reasonable accommodation for qualified individuals with a disability if requested.

AN EQUAL OPPORTUNITY EMPLOYER M/F/V/H, DRUG FREE WORKPLACE

JS June 25, 2020



Individuals with special needs who may require assistance with the application process should contact the Human Resources Department at (248) 796-4700 (voice) or via email at hrrsupport@cityofsouthfield.com if auxiliary aids or services are needed. Reasonable advance notice is required.