City of Bellingham
Classification Specification

CLASS TITLE	**Service Desk Technician I/II**
DEPARTMENT	**Information Technology Services Department**
UNION:	**1937**
SG:	**109/110**
CS:	**Entry/Promotional**
FLSA:	**Y**
EEO/SOC CODE:	**AS/43-3031**

NATURE OF WORK:

Works as a member of the Information Technology Service Desk team. Performs responsive and timely front-line analysis and triage of incoming service requests and incidents from City of Bellingham staff, including escalation or resolution of service requests and incidents. Gathers and documents all pertinent information regarding incidents and requests and enters them into the ticketing system. Utilizes and contributes to the knowledge base library where information and data are stored regarding the use of best practices and standards to create and update content. Participates in training and continual improvement practices as related to Information Technology Infrastructure Library (ITIL) framework. Responsible for following appropriate protocols for major or high impact, urgent and security-related incidents. Provides understandable communication when interacting with end-users focusing on knowledgeable and responsive customer service.

DISTINGUISHING CHARACTERISTICS:

The Service Desk Technician I is an entry level position in the Service Desk Technician Series designed to begin training, obtain certifications and gain the experience necessary to progress to the fully qualified and skilled Service Desk Technician II. Service Desk Technician I is distinguished from Service Desk Technician II by the performance of more basic and routine tasks and duties assigned and by a greater level of supervision and instruction required in the performance of assigned duties. Service Desk Technician I is typically used as a training position and requires continuous advancement in job knowledge and skills. An individual in this position will move to Service Desk Technician II in a non-competitive promotion upon obtaining required certifications and completing three (3) years as a Service Desk Technician I.

The Service Desk Technician II is distinguished from the Service Technician I by the greater level of experience, knowledge and skill, independence in performing the full range of the job duties, and achievement of required certifications.
Incumbents at this level are fully aware of the operating procedures and policies within the IT Department, specifically the ITIL framework, and have attained the knowledge, skills and abilities required to perform all essential functions of the position, generally receiving instruction and assistance only as new or unusual situations arise. A candidate with the requisite education, experience and certifications may be hired in at the Service Technician II level.

SUPERVISORY RELATIONSHIPS:

Reports to the Technical Services Service Desk Supervisor. The Service Desk Technician I work under close supervision or direction and guidance of applicable federal, state and local

statutes, regulations, policies, procedures and contractual agreements. The Service Desk Technician II works under general supervision and guidance of applicable federal, state and local statutes, regulations, policies, procedures and contractual agreements in carrying out assigned work. May assist in training lower classified and temporary or regular non-benefited employees.

ESSENTIAL FUNCTIONS:

1. Receives incoming incidents and service requests from end users via web, email, or phone in a courteous and professional manner. Verifies and documents all pertinent end user identification information, including name, department, contact information, and nature of incident or request. Performs timely follow-up to gather and document relevant details of the incident or request to progress towards escalation and/or resolution.

2. Performs information gathering and provides support, troubleshooting, and resolution of fundamental incidents and requests using the knowledge base library, best practice troubleshooting steps, and other IT resources. Tests and validates resolution steps to ensure the incident has been adequately resolved and performs post-resolution follow-up communication to requests confirming that the end user is satisfied with the solution.

3. Documents priorities, impact, and scope of issues in preparation for escalation. Follows documented procedures for escalating and reassigning incident and service request tickets. Works cooperatively and jointly with all team members to provide timely, efficient and knowledgeable customer service.

4. Reviews and updates knowledge base documentation based on incident review and analysis. Establishes and refines documentation for use in user self-service or automated request responses. Develops help sheets, frequently asked questions list, and training documents for end users. Provides continuous effort to improve operations, decrease turnaround times, and streamline incident and request processes.

5. Performs intermediate to advanced level desktop publishing, document management, and word processing tasks for City Departments using Microsoft Office apps and other software offered by the City. These tasks include performing data entry; storage, versioning, and maintenance of files from the cloud, web, or system libraries; creating and editing control and format codes; creating fillable forms; complex mail merges; and maintenance and troubleshooting of existing documents, templates, and macros.

6. Creates, updates, and maintains forms for City Departments using Cognito Forms, Infowise, Foxit and other software offered by the City. Programs basic form automations and workflows in forms software or Microsoft Power Automate to organize, format, and distribute data entries within City systems. Performs maintenance and troubleshooting for existing forms, workflows, and automations.

7. Provides Service Desk trend feedback, analysis, and documentation to the Technical Services Service Desk Supervisor and Technical Training Coordinator to help facilitate

user and group training beneficial to the effective use of technology by all city staff.

8. Maintains knowledge of and proficiency in the appropriate software and hardware used and supported by the City.

ADDITIONAL WORK PERFORMED:

1. Performs related duties of similar nature or level within the scope of the classification.

2. May assist in the preparation and deployment of newly acquired desktop and mobile computing devices.

3. May perform preventative maintenance on desktop and mobile computing devices including software and driver updates, and performance of security scans and audits.

KNOWLEDGE AND SKILLS:

. **Knowledge of:**

- Interpersonal skills using tact, patience, and courtesy.
- Desktop computer software including Windows operating systems.
- Basic computer hardware.
- Correct English usage, grammar, spelling, punctuation, and vocabulary.
- Public speaking techniques.
- Diagnostic tools to diagnose issues with end-user hardware and software.
- Technical documentation best practices
- ITIL Foundation principles are preferred.
- Working knowledge of core enterprise computer software usage to include file management and Microsoft 365 suite.
- Applicable Federal State and local laws, rules, codes, and regulations related to assigned activities.

Skill and Ability to:

- Troubleshoot and resolve customer issues with desktop software, hardware, and peripheral devices.
- Effectively demonstrate the ability to communicate with staff at all levels including a proven ability to communicate with technical and non-technical staff across multiple disciplines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Apply excellent organizational skills with the ability to work calmly under pressure, remain flexible to changing priorities, and effectively manage time to ensure deliverables are completed on time.
- Utilize desktop and mobile operating systems such as Microsoft Windows and Apple iOS.
- Document, track, and report data using various tools and systems.
- Communicate effectively both orally and in writing; comprehend and use English effectively including producing all forms of communications in a clear, concise, and understandable manner to intended audiences.

- Use standard IT operating software systems such as service desk ticketing systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; work independently with little or no direction, organize own work, prioritize, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software application programs.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Ability to work cooperatively in a team-oriented, collaborative environment.
- Ability to learn new technologies.
- Maintain confidentiality of sensitive materials and information.
- Apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to work flexible hours or work over the weekend, after hours or on holidays as needed.
- Maintain consistent and punctual attendance.
- Ability to and willingness to demonstrate the Public Service competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physical ability to perform essential functions of the job:
    - Communicate virtually, in-person or by telecommunications verbally and in typewritten format.
    - Detect, diagnose and resolve data on a screen, signage and labels. Detect and evaluate sound quality and distinguish tones on various devices.
    - Operate a keyboard, mouse, telecommunication devices and other computer and office equipment.

WORKING ENVIRONMENT:

The work performed is primarily in an office setting at a computer workstation with long periods of remaining stationary. The work environment includes a normal range of noise and other distractions with low everyday risks working around standard office equipment. Some travel to professional training/meetings may be required.

EXPERIENCE AND TRAINING REQUIREMENTS:

Service Technician I

- Three years' work experience involving direct interaction with customers including customer experience and satisfaction responsibilities.
  AND
- Demonstrated knowledge of and proficiency in utilizing Microsoft 365 and Microsoft windows operating system

OR

- Associates degree or higher-level degree in computer science, information systems management or related field
  AND
- One year of work experience involving direct interaction with customers including customer experience and satisfaction responsibilities
- Professional customer service work experience in a technical services environment is preferred.

Service Technician II

- Three years of work experience providing technical support services in the following areas as a primary duty: network, operating systems, troubleshooting, workstations, mobile devices, and peripherals.

AND

- Must have two of the following active certifications:
  - COMPTIA A+
  - Microsoft Certified: Fundamentals
  - ISACA Information Technology Certified Associate (ITCA)
  - HDI Troubleshooting and Problem-Solving

  Alternative certifications determined by the City to be equivalent to those listed above may be accepted.
- Professional work experience providing desktop and/or mobile support in a governmental environment preferred.
- An Associates degree or current or recent educational credits toward the completion of an Associates or higher-level degree in computer science, information systems management, or related field preferred.

NECESSARY SPECIAL REQUIREMENTS:

- Employment contingent upon passing criminal background check.

PREPARED BY: K.Scott/M.Barrett 3/24

REVIEWED BY: _____
Don Burdick
ITSD Director

REVISED BY:

COMMISSION ADOPTION: May 1, 2024