



# CLASS TITLE | INFORMATION TECHNOLOGY Systems Technician I – Service Desk

PAY GRADE: IT-23| [www.cityoftulsa.org/pay](http://www.cityoftulsa.org/pay)

Class Code: 3539

Effective Date : 09/13/2023

**PURPOSE OF THE CLASSIFICATION:** Under general supervision provides routine first-tier technical support to end users with PC, phone, server or mainframe application problems, including activation of computer hardware and software applications and other related assigned duties.

## ESSENTIAL TASKS:

- Provides technical support to end users via the telephone or from a remote location, serving as single point of contact (SPOC) for routine technology-related problems
- Identifies, evaluates, researches and resolves and/or refers technical computing hardware and software issues, network and other telecommunications systems issues, documenting, tracking and monitoring problems to ensure prioritization resolution
- Monitors, identifies and escalates critical problems and system outages requiring urgent attention
- Sets up end user access to low and medium security hardware systems and software applications
- **Performs routine Service Desk incident management system software administration duties**
- Manages trouble calls and work flows, utilizing monitoring applications to track and resolve problems with various remote control tools
- Documents problems, assignments, status and resolutions in Service Desk incident management system
- Assignment of requests, incidents or problems requiring second and third-tier support
- Acts as liaison between end users, technical support personnel and vendors for IT purchasing concerns, technical information, maintenance and repair service needs until problem resolved
- Utilizes and may revise written procedures and various documentation techniques
- Must report to work on a regular and timely basis

**Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.**

## QUALIFICATIONS:

Training and Experience: Must meet the following criteria or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 100:

1. (a) Graduation from high school or possession of a General Educational Development Certificate (GED); **and**,  
(b) Two (2) years' experience relevant to the essential tasks list in this job description, computer troubleshooting preferred;

**or,**

2. (a) Graduation from high school or possession of a General Education Development (GED) certificate; **and**  
(b) One (1) years' experience relevant to the essential tasks list in this job description; and,  
(c) Possession of a current industry accepted certification in one (1) of the following:
  - 1) CompTIA A+; or
  - 2) CompTIA IT Fundamentals; or
  - 3) CompTIA Network+; or
  - 4) and current Microsoft certification



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Knowledge, Abilities and Skills:

Knowledge of:

- Good knowledge of network/computer operating systems and software applications
- Good knowledge of the methods and techniques used in troubleshooting desktop computer systems
- Some knowledge of the methods and techniques used in systems analysis and related maintenance procedures
- Some knowledge of PCs, LANs, peripheral equipment and applications

Ability to:

- Recognize, evaluate and solve system and software maintenance problems;
- Read and comprehend procedural specifications
- Express and handle oneself in a calm demeanor during chaotic situations; ability to articulate technical problems in layman terminology;
- Facilitate Information Technology training to staff and end users;
- Exercise discretion and professionalism in handling confidential information;
- Courteously and tactfully communicate with fellow workers, supervisors, other members of the organization and the public in giving and receiving information.

Skill in:

- Effective written communication, including problem documentation and solution documentation

**Physical Requirements:** Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; occasional lifting and carrying up to 20 pounds; may be subject to walking, standing, sitting, reaching, bending, kneeling and handling; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates:

- a) Possession of a valid class "D" Oklahoma Driver license.

**WORKING ENVIRONMENT:** Working environment is primarily indoors in an office setting and may require some travel to various City locations to review systems.

**EEO Code: N-03**

**Group: Clerical and Administrative**

**Series: Data Processing and Information Services**