

CITY OF FRANKLIN
Job Description

Job Title: Desktop & User Support Administrator

Department: Information Services

Reports To: Director of Information Technology

Salary Level: Grade 3

FLSA Status: Non-Exempt

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Approved By: Common Council

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Summary This position is customer-service oriented and proactive in anticipating and resolving problems while maximizing efficient use of computing resources. Under the direction of the Director of Information Technology, responsible for the installation and support of hardware, desktop software, operating systems and network connectivity as defined by enterprise standards. Recommends appropriate computer tools to users including software, documentation and training.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- ***End User Support***
 - Answer all phone calls or in-person requests in a polite and professional manner.
 - Record all problems and issues within an enterprise ticketing system, while providing full resolution to customers within defined service level agreements (SLA).
 - Record all reported error messages and research all relevant event or application logs.
 - Identify and flag repeating or correlated incidents as problems.
 - Repair or replace equipment as necessary.
 - Provide escorted remote access to vendors in order to facilitate the troubleshooting of issues.
 - Interface with senior support technicians or vendors in order to provide full resolution to complex problems.
- ***Desktop, Laptop and Application Provisioning***
 - Deploy desktop applications, web/cloud applications, and imaging of workstations and laptops, using both block-images and package provisioning tools.
 - Review, evaluate and deploy Windows service packs, hot fixes, application updates, and vendor-supplied firmware/patches according to IT security policies.
 - Update all desktop images with the latest vendor provided device drivers
 - Configure hard drive encryption/decryption, while safely securing all encryption keys.

- Deploy operating systems, service packs, and security hot fixes using automation tools. Monitor all hotfixes to ensure a successful deployment within 30 days of staging
- Track and maintain all hardware, software, and license assets
- **Mobile Device Setup & Provisioning**
 - Setup Outlook Mobile on employee owned cell phones for remote email connectivity.
 - Deploy city owned iPads and Windows tablets using VMWare Workspace One to control the device setup and configuration.
 - Deploy and update web and native applications using VMWare's Mobile Device Management (MDM) packages.
- **Printer and Copier Support**
 - Deploy print queues to devices
 - Assist users in the usage and operation of all photo copiers
 - Assist users with the scanning and OCR of documents
- **Project Implementation Tasks**
 - Execute the implementation of project tasks for desktops, applications, or infrastructure changes.
 - Adhere to system security standards and maintain audit documentation
 - Additional support duties as required for the coordination and implementation of project tasks.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Experience

Requirements:

- Associate Degree in Computer Science, CompTIA A+, Microsoft MCP, Microsoft Office Specialist-Associate or equivalent certification
- Must have 1-3 years of desktop hardware, software, and end user support experience
- Experience with Windows 10 installation and automated deployments

NOTE: Equivalent combinations of education and experience may be considered, including commensurate military experience.

Preferences:

- Related business experience supporting municipal, fire, police, or OEM systems and application.
- Knowledge of Police applications: Phoenix RMS/CAD/WDA, TraCS, NetMotion, BOSS/ALPR, Arbitrator
- Microsoft Exchange email or team conferencing systems
- Microsoft Deployment Toolkit
- VMWare Workspace One
- Microsoft T-SQL
- Microsoft PowerShell administration
- Crystal Reports
- Apple IOS; Android OS

Other Skills and Abilities

- Advanced oral and written communication skills
- Attentiveness to detail, empathetic to customer needs
- High level of interpersonal skills to work with others effectively
- Ability to work under tight time constraints and varying degrees of stress
- Analytical, problem-solving, pattern-finding
- Ability to handle confidential information with discretion
- Ability to pass a security background check prior to employment.

Certificates, Licenses, Registrations

Valid Driver's License

Physical Demands

While performing the duties of this job the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. Maintaining equipment involves the frequent use of hand tools and testing equipment requiring a moderate level of dexterity. The employee is frequently required to stand, walk, and reach with hands and arms. The employee is occasionally required to climb, stoop, kneel, crouch, or crawl. The employee must have the ability to work in confined spaces, such as in vehicles or under/behind desks, etc. The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment

While performing the duties of this job, the employee is typically in an office building environment. The employee may will be required to travel to any of the City of Franklin municipal offices and is thus periodically exposed to outside weather conditions. The noise level in the work environment is usually moderate.

Miscellaneous The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.