

NOTICE OF VACANCY
PLEASE POST

TITLE: Technical Support Analyst

DEPARTMENT: Information Technology

POSITION STATUS: Full-time, with benefits

REPORTS TO: Customer Service Manager

SALARY: \$43,000 - \$52,000 depending upon qualifications

DUTIES:

Operating under the direction of the Customer Service Manager, and utilizing the automated work order system, perform the full range of technical support, maintenance and implementation activities as required.

Evaluate, install, upgrade and maintain Windows and/or Apple operating systems; application software; peripheral equipment and mobile devices.

Assist in the evaluation of application and / or network issues; participate in application upgrades and network equipment installations.

Coordinate and supervise vendors to resolve hardware and warranty related issues.

Provide technical support to staff in the appropriate use of technology, particularly as it relates to established policies and regulatory compliance.

Provide assistance to all users of the system. Recommend and/or provide training and orientation to end users. Develop instructional manuals and/or documentation for end users and other IT staff.

Work in consultation with department and organizational staff to determine and document business processes, business rules, business requirements and translate these into technology requirements.

Train departmental staff to use and effectively operate new or replacement equipment.

Assist the Customer Service Manager in determining future needs and areas for improvement; recommend solutions and assist with implementation.

Assist the Customer Service Manager in maintaining a comprehensive inventory and related records.

Participate in evaluating and recommending new technologies which enhance and support the technology plan.

Assist and provide backup for Department staff as needed, and other duties as required.

KNOWLEDGE, SKILLS, AND ABILITIES:

Solid understanding of PC architecture and operating systems (Windows, IOS, etc...); mobile devices (Android, IOS, etc...); and peripheral equipment.

Excellent networked PC and peripheral troubleshooting skills.

Proven ability to analyze complex operational problems and develop solutions.

Demonstrated technical expertise necessary to troubleshoot, identify and resolve technical problems including:

familiarity with Microsoft Windows Server architecture and related services (e.g. Active Directory, DNS, DHCP, Print, etc.); understanding of database systems, networking concepts, and mobile connectivity.

Strong project management skills; ability to manage multiple projects and meet deadlines.

Ability to recognize organizational and departmental priorities and to work collaboratively to support their accomplishment.

Excellent customer service skills.

Knowledge of applicable data privacy practices and laws.

Ability to conduct research into complex technical issues and products as required.

Ability to remain current with technology by reading documentation, utilizing online Knowledgebases and community forums, and attending user group meetings.

Ability to communicate effectively both verbally and in writing with staff at all levels of the organization.

Ability to develop and maintain positive relationships with city and school officials, community organizations and the general public.

Ability to work a flexible schedule, which may include evenings, weekends, etc.. to insure organizational needs are met.

QUALIFICATIONS REQUIRED:

Bachelor's Degree in a related field and five years experience; or any equivalent combination of education and experience which demonstrates the requisite skills, abilities and knowledge.

SUPERVISORY RESPONSIBILITIES:

None.

PHYSICAL DEMANDS:

To perform the essential functions of the job, the employee must be able to perform the following:
Stooping, crouching, reaching, standing, walking, pushing, pulling, lifting, grasping, talking, hearing/listening, seeing/observing, repetitive motions;

Light physical labor, including lifting objects up to 50 pounds.

Qualified individuals are encouraged to apply to jobs@salem.com

City of Salem
Human Resources
120 Washington Street, 4th floor
Salem, MA 01970

DATE: October 6, 2016

The City of Salem is an EEO/AA Employer.