

**CITY OF RICHMOND  
CLASS DESCRIPTION  
Revised: September 2006**

**CLASS TITLE: OPERATIONS TECHNICAL SUPPORT REPRESENTATIVE**

**GENERAL DESCRIPTION OF CLASS**

Under direct supervision, provides interdepartmental interface between users and Information Technology; advises and assists users in problem solving using help desk software problem reporting and tracking; performs additional work as required.

***Qualifications:***

The qualifications for Operations Technical Support Representative in Zones I, II and III include:

- Completion of the core curriculum for a Baccalaureate or Associate level major in; or
- Three years experience in the operation of multiple computer platforms including medium to large size computers, help desk, and lead role responsibilities; or
- Any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

***Core Job Functions:***

**Zone I**

- Responds to user complaints by troubleshooting, diagnosing, and resolving all user-reported problems associated with LAN, WAN mainframe systems and telecommunications with directly or by directing staff efforts;
- Consults with clients on problems, repairs and work order requirements throughout the issue resolution and repair processes and follows up with users to ensure proper problem resolution achieved desired outcome;
- Resolves users' problems efficiently and effectively by coordinating with appropriate department personnel and/or vendors to fully resolve problems;
- Coordinates user requirements to ensure the best support and assistance;
- Follows and adheres to all security rules, regulations and procedures;
- Follows and adheres to all standard operating procedures;
- Follows work procedures used in operational functions;
- Reads and interprets computer input and output;
- Uses programming in the operation of a computer system
- May remain on call as required to provide support and resolve problems for critical and assigned systems and applications;
- Proactively seeks to streamline business processes by working collaboratively with clients and IT staff.

**Zone II**

- All Job Functions of Zone I;
- Trains assigned staff, assigns and reviews work, evaluates work performance and initiates appropriate personnel actions;
- Instructs, supervises and monitors quality of work of assigned operations staff;
- Ensures appropriate developmental feedback and opportunities for team members;
- Exercises sound judgment, makes decisions and solves problems;
- Proactively identifies challenges that may impact customers' operations and satisfaction, anticipates and alerts appropriate IT resources, and collaborates with IT to implement effective resolution(s);

## Operations Technical Support Representative

- Utilizes skills and resources routinely in on-going continuous quality improvement efforts seeking to innovate operations, streamline throughput and reduce cycle times;
- Prepares technical support manuals;
- Maintains office records, prepares forms, and generates reports;
- Provides interdepartmental interface between users and Information Technology.

### **Zone III**

- All Job Functions of Zones I & II;
- Recruits, hires, trains, supervises, coaches, mentors, disciplines and evaluates assigned staff;
- Provides a mentoring environment for IT staff including preparation and management of individual professional development plans for all IT staff members and consistent on-going constructive feedback;
- Ensures cross-training of personnel to provide redundancy of skills and knowledge in critical applications;
- Maintains, operates and evaluates help desk software;
- Prepares activity and progress reports;
- Develops customized reports on Help Desk statistics utilizing Help Desk software reporting function;
- Coordinates preventive maintenance activities with operating requirements;
- Maintains, administers and provides resources for security card reader access system, Pegasys;
- Designs, organizes and plans special studies, projects and programs;
- Supports physical aspects of computing environment relating to PDU and sub flooring water sensors.

### **Competencies:**

#### **Zone I**

- Applies and demonstrates knowledge of office practices and procedures;
- Applies and demonstrates knowledge of business English and general mathematics;
- Contributes to and enhances customer satisfaction;
- Communicates and works effectively with co-workers and other department personnel;
- Contributes to departmental goal achievement;
- Applies and demonstrates verbal and written communication skills;
- Develops, maintains and utilizes thorough knowledge of all Help Desk processes;
- Applies and demonstrates basic understanding of the technical aspects of networks, mainframe operations, PC's, telecommunications systems and other related equipment;
- Applies and demonstrates ability to plan, organize and execute assignments effectively and efficiently including time management, effective utilization of resources and productivity reporting;
- Applies and demonstrates knowledge of City agency policies and procedures;
- Seeks methods and opportunities for cost savings and revenue generation;
- Acquires and continuously develops professional/technical skills and knowledge;
- Applies and demonstrates knowledge of laws, ordinances and regulations;
- Possesses and exhibits a strong work ethic, self-confidence and a demonstrated commitment to producing a substantive work product.

#### **Zone II & III**

- All competencies of Zone I;
- Applies and demonstrates advanced knowledge of a variety of computer and peripheral equipment;
- Carries responsibility for group goals, supports group decisions, works with group to achieve goals, and handles conflict constructively;
- Demonstrates leadership in efficiently and effectively achieving department and city goals with an emphasis on building team consensus and cohesiveness;
- Demonstrates effective team leadership, mentoring, and management skills with all levels of IT staff;
- Applies and demonstrates skill in supervisory principles, practice and techniques;
- Demonstrates and applies the ability to manage, motivate, develop, train, and retain IT staff;
- Demonstrates effective communication and collaboration skills with diverse groups and public officials;

## Operations Technical Support Representative

- Demonstrates and applies the ability to analyze and understand the department's, customers' and City's "big picture" and to assess current and future IT needs and identify and resolve key issues;
- Demonstrates excellent interpersonal and communication skills (verbal and written) by working with and communicating accurately and effectively with all IT staff and other department personnel;
- Applies and demonstrates an effective knowledge of problem solving by consistently utilizing administrative and technical skills to resolve various technical, operational and administrative problems;
- Displays knowledge of emerging developments in telecommunications technologies;
- Acquires and continuously develops professional/technical skills and knowledge;
- Possesses the ability to plan, develop, and prepare technical documentation and reports;
- Applies and demonstrates knowledge of problem solving by consistently utilizing effective and efficient administrative and technical skills in problem resolution;
- Demonstrates relevant technical project management experience in planning, implementation, and oversight of large-scale government enterprise projects.

### **Skills:**

#### **Zone I**

- Business software: Microsoft Office: Word, Excel, PowerPoint, Outlook, Microsoft Project, Visio
- City software and systems: DIT Project Time Accounting, Network Associates - Support Magic
- Effective time management and organizational skills with ability to multitask and meet deadlines
- Ability to efficiently and effectively problem solve
- Knowledge of business English and general mathematics
- Ability to communicate accurately and effectively in both verbally and written communications
- Effective project management skills

#### **Zone II**

- All skills for Zone I
- Roscoe
- TSO
- Leadership skills

#### **Zone III**

- All skills for Zones I & II
- IP Telephony
- Johnson Control's Card Key P2000 (Pegasys 2000)
- Water Seeker 2000
- IBM JCL
- Remedy - Magic Total Service Desk Enterprise Suite
- Xerox and IBM high speed, high volume, commercial printer technology
- TAB Document Burster
- Supervisory skills

### **ADA COMPLIANCE**

The City of Richmond is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

**The City of Richmond is committed to Quality Customer Service.**