



CITY OF PRESCOTT
ANNOUNCEMENT OF EMPLOYMENT OPPORTUNITY
HELP DESK MANAGER
Information Technology

Pay Grade: 70 Pay Range: \$50,230 to \$70,322 DOE/Q annually plus benefits
FLSA Status: Non-exempt (eligible for overtime)
Some weekend/evening hours may be required.

Candidate of choice must pass pre-employment drug test and extensive background check.

Qualifications: Minimum of Bachelor of Science degree in CIS or related discipline or equivalent industry certifications and job experience equal to five (5) years full time IT related experience including supervisory experience. Information Technology help or service desk experience preferable. Must possess and maintain valid Arizona driver's license.

Tasks: Reports to IT Operations Manager and works as a part of the Information Technology staff by directing, planning, coordinating, evaluating and supervising help desk operations and activities, including the set up of new computer systems for use by all City departments by installing hardware and upgrading network and application software; recommends, documents and implements processes to improve help desk operations and responds to user calls by providing assistance and support, computer maintenance and troubleshooting.

Knowledge's, Skills, and Other Abilities:

Knowledge of Microsoft Windows desktop operating systems (9x, 2000, XP) and supporting software, TCP/IP Networking; IT structures and best practices.

Knowledge of help desk environments, overseeing tier 1 and tier 2 help desk operations and structure.

Knowledge of implementation, documentation processes necessary to achieve continuous improvement in help desk operations.

Knowledge of supervision techniques including employee performance motivation, evaluating, interpersonal relationships, leadership and scheduling.

Knowledge of excellent customer service, responsiveness and follow-through.

Skill in desktop administration, troubleshooting, repair and installations.

Skill in understanding of ITIL desktop support best practices.

Skill in developing, defining, monitoring, and communicating methods of problem solving and recurring issues to meet high levels of customer satisfaction.

Skill in organizational and detail project management, flexibility and multi-tasking.

Skill in written and oral communications, in one-on-one and group situations.

Skill in troubleshooting, problem solving and addressing end use desktop support issues.

Ability to establish and maintain effective working relationships with staff, vendors and other IT professionals.

Physical and Visual Ability: Ability to lift up to 50 lbs and be physically able to walk, reach, push, pull, twist, climb, bend, kneel and carry sufficient weight to effectively, and safely, perform required duties and operate required equipment and city vehicle while in potentially adverse weather conditions.

Hearing and Speaking Ability: sufficient to clearly, concisely and effectively communicate in person and over the telephone. Freedom from mental disorders which would interfere with performance of duties as described.

Applications will be accepted until position is filled.

Send application/resume to:

City of Prescott, Human Resources, 201 S. Cortez St., Prescott AZ 86303
928-777-1347 800-748-6205 Fax: 928-777-1213 TDD 928-777-1100

Email: personnel@cityofprescott.net Visit our website at: www.cityofprescott.net

EOE/M/F/V/H/D/NSE Posted: October 31, 2006

Para oportunidades de empleo con la Ciudad de Prescott, favor de llamar 928-777-1279.

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MAJOR BENEFITS FOR A FULL-TIME REGULAR EMPLOYEE: Twelve days annual paid vacation; Ten paid holidays; Paid sick leave; Paid employee health and life insurance; Retirement benefits; Deferred Compensation Plan; Social Security benefits; other optional benefits. PROBATION: An established probationary period must be satisfactorily served by each employee. NOTE: When advised, reasonable accommodations will be made in order for an "otherwise qualified applicant" with a disability to participate in any phase of the selection process.