



# City of Philadelphia

## Office of Innovation & Technology

<b>Job Title:</b>	<b>Technical Support Specialist</b>
<b>Reports To:</b>	<b>Service Desk Supervisor</b>
<b>Unit:</b>	<b>Infrastructure Services</b>

### Summary

The Office of Innovation & Technology (OIT) is the central IT agency for the City of Philadelphia headed by the Chief Innovation Officer. The End-User Services unit is responsible for the development, implementation, and maintenance of IT Service Management (ITSM) functions OIT. ITSM is the process-focused management of IT services to provide the best quality of service in a customer-centric, cost-justified, and efficient way. The position of Technical Support Specialist 1 serves as the main point of contact between the IT Services and the users of these services to resolve and or diagnose as many problems as possible at this level.

The successful candidate must reside in the City of Philadelphia or establish primary residence in the City of Philadelphia within six months of employment. This position is open to US Citizens and those that are authorized to work in the US. Please provide citizenship status when applying for this position.

### Responsibility

#### Customer Relations:

- Receive incident and information request calls from the customers for IT services, and service that call either by resolving on point of contact, or passing the call to the most appropriate person for resolution.
- Monitor the progress of the call from inception to resolution.
- Keep customers informed of the progress of their queries.
- Escalate calls to the Service Desk Manager using predefined procedures where the resolution.

#### Technical:

- Prioritise and escalate calls based on knowledge of the business impact of the reported problems.
- Resolve as many calls as possible at tier 1.
- Assess and provide a clear definition of problems to pass to tier 2 & tier 3.
- Keep abreast of new development in technology within the Division of Technology so that the customers can be assisted with problems resolution at point of contact.
- Carry out first line incident resolution for any IT related problems that falls outside agreed targets.



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### Ability To:

- Appreciate the basics of multiple technologies and services from different technologies and service providers.
- Demonstrate keyboard skills and a good understanding of PC software and operating systems e.g., MS Windows, MS Office, Mainframe, SQL.
- Apply classroom knowledge to working environment in order to provide basic & 1st level support to customers.
- Work independently and as a team member within established policies and procedures.
- Explain technical issues to non technical personnel.
- Work within standard documented procedures.
- Meet commitments.
- Respond promptly to customer needs.
- Solicit customer feedback to help improve services.
- Manages difficult or emotional customer situations.
- Demonstrate good communication, problem solving, and application support skills.

### Knowledge Of:

- Principles of quality assurance, performance monitoring and the ways in which a commitment to a customer focus can be practically demonstrated.
- Principles of equality and the ways in which they can be demonstrated in every aspect of the Unit's work.
- Principles of ITIL Service Management.
- Budget and Procurement Business Processes a plus.
- Basic customer service skills.

### Education and Experience

- High School Diploma, GED, or other equivalent.
- Knowledge of PC hardware & A+certified
- Minimum 1 year experience in a Help Desk environment

### How to Apply:

Send resume and cover letter to [it.jobs@phila.gov](mailto:it.jobs@phila.gov).