

INFORMATION TECHNOLOGY HELP DESK

The Philadelphia District Attorney's Office is seeking computer help desk assistant. The responsibilities of this position include:

- Answering users' inquiries in person and via telephone concerning systems and software operations.
- Assisting end users accessing computer systems and software, including security and password problems.
- Acting as first level help desk assistant to provide technical support in answering questions pertaining to software applications and computer equipment.
- Answering, evaluating, and prioritizing incoming telephone calls, voice mail, e-mail and in-person requests for assistance and sets end-user expectations for resolution time and communicating changes in status as necessary
- Assisting users with the operation of their personal computers.
- Recommending and/or performing minor actions to correct problems with hardware and/or software on the telephone and in person; referring more difficult problems to senior technical specialists.
- Installing, configuring and testing hardware and software to meet user needs, including internal tape drives, CD-ROM drives, modems, fax cards, printers, scanners, telecommunications equipment and network cards.
- Assisting other technical staff in installing, maintaining and/or upgrading PC software and peripheral equipment such as display screens, keyboards, printers, cable and wiring connections.
- Maintaining up-to-date and accurate inventory and documentation of software and/or hardware and/or telecommunication system and maintenance log for all service requests and communicating inventory changes, equipment needs and low inventory levels.
- Working closely with other IT staff to insure clear communication on outstanding issues, observed trends in end user support and user problems.
- Entering and/or updating data into system.
- Maintaining information and activities in the databases, maintaining integrity of files and following conventions for the use as required.
- Creating, updating and maintaining reporting tools, such as spreadsheets.
- Reviewing source materials and determining data to be entered into database.
- Retrieving data from computerized records.

The qualified candidate must possess a bachelor's degree. The ability to meet deadlines and a high level of organization and attention to detail are essential. Salary is commensurate with experience.

This position will stay open until appropriate candidates are identified. Please send cover letters, resumes and inquiries to Rachel Mitchell, Director of Human Resources, at rachel.mitchell@phila.gov. No telephone calls, please.

All exempt employees of the District Attorney's Office are at-will employees and serve at the pleasure of the District Attorney. The at-will relationship shall not be modified for any employee and no agreement, oral or written, shall be entered into that changes the at-will relationship.

All exempt employees must establish residency within Philadelphia's city limits within 180 days of hire and thereafter must maintain bona fide city residency.

The Philadelphia District Attorney's Office is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, sexual orientation, gender, religion, age or disability.

THIS DOCUMENT SHALL NOT BE CONSTRUED AS A CONTRACT AND IN NO WAY ALTERS THE AT-WILL NATURE OF THE EMPLOYMENT RELATIONSHIP.