

INFORMATION SERVICES REPRESENTATIVE

DEFINITION

Under general supervision, performs a combination of customer service, data entry/report generation, and general office support functions.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

Acts as Help Desk Technician. Collects and inputs a variety of data, manages information and generates reports from the Division's personal-computer-based time accounting system. Assists City staff who request assistance with micro computers, networks, telephones, and the central computer center by assessing needs and personally resolving the problem or directing inquiries to appropriate technical staff. Initiates maintenance work orders and requests for service or support, and tracks status of current orders and requests. Answers general and simple technical questions. Receives customer calls for telephone and data communications services and coordinates repair/support response. Dispatches service technicians. Directs and coordinates service orders with the City's contracted personal computer maintenance vendor. Coordinates updating and publishing of the City's internal telephone directory. Operates and maintains Micro Systems' inventory and service system. Uses the Internet to find and retrieve product information from vendors' sites. Provides administrative support to the City-wide Automation Team and facilitates Division operational status meetings. Performs other related duties as required.

DISTINGUISHING FEATURES OF THE CLASS

This class differs from Data Entry Office Assistant in that it entails significantly greater clerical responsibilities and customer contact focused on technical issues and problem solving. The incumbent works without close supervision and is expected to exercise independent judgment.

MINIMUM BASIC QUALIFICATIONS

Two years of experience in varied office clerical work utilizing a variety of application software packages, including one year of experience assisting users and resolving hardware and software problems, or any equivalent combination of training and experience which provides the desirable knowledge, skills and abilities.

### DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: a wide range of information technology concepts and technical terms; City's computerized business systems; modern office practices and procedures.

Ability to: communicate effectively, both orally and in writing; assist users in identifying and resolving problems; prioritize complex technical trouble calls and service requests; identify and dispatch technical specialties appropriate to solve problems; manipulate electronic devices, computers and telephones; effectively handle multiple tasks simultaneously, sometimes under strict time constraints; adjust to quickly changing priorities and redirect tasks as needed; continually learn new skills; perform assignments without close supervision; effectively facilitate meetings; exercise tact and poise to deal effectively with a wide variety of people, including other employees, outside vendors and the public.

Skill in: the use of a variety of keyboards (a corrected speed of 35 wpm is desirable) and various software programs, including Microsoft Windows 95, Microsoft Word, and Microsoft Excel (which includes use of custom macros); utilization of the Internet.

### PHYSICAL REQUIREMENTS

Ability to: lift objects weighing up to 40 lbs; read printed documentation and computer screens; recognize, differentiate and respond to alarm sounds and equipment-generated signals.

### CHARACTERISTICS OF SUCCESSFUL PERFORMERS

The successful performer is a well-organized self-starter who values continually learning new skills and can effectively prioritize multiple tasks under strict deadlines. He or she is customer service oriented, exercises strong interpersonal skills in identifying and resolving problems and dealing with a wide variety of people.

Class title established per Council Resolution No. 97-028  
effective 7-1-97

Reviewed: 02/04  
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