

DEPARTMENT HEADS AND DIVISION CHIEFS
PLEASE POST ON YOUR BULLETIN BOARDS

PROMOTIONAL/EMPLOYMENT OPPORTUNITY

Vacancy No.: 335-2

Title of Position: Desktop Support Analyst

Vacancy exists in the Finance Department/MIS Division.

Salary Range: \$17.59 - \$22.27per hour/35 hours per week

Date Posted: December 1, 2015

Deadline for Applying: December 11, 2015

Remarks: This is a Classified/Bargaining Unit Position.
Examination Weight: 100% Education and Experience

Statement of Duties: Under the direction of the MIS Director and will be first and second level support via desk side, phone, e-mail and remote support . Will troubleshoot desktop hardware and software, mobile devices, connectivity issues as well as helping with IT projects. This position will have responsibilities in the Police Department but will report to the MIS Director. Duties will include assisting users with any technical issues to include but not limited to: hardware, software, connectivity both wired and wireless, mobile devices, email, etc.; assisting the MIS department in the development of an imaging and deployment strategy for the City's computer systems; assisting in the Security Patching of all City Computer systems; escalating issues when needed to Network or Systems Managers, Business Analyst or MIS Director; working with team on rollouts, upgrades and improvements to systems and processes; troubleshooting issues using desk side, phone, email and remote support for the Police Department; installing, maintaining, upgrading and supporting software for Police Department's employees, to include but not limited to MS Office Suite, drivers for hardware, and PD's specific software, etc.; supporting the police department's TriTech, dispatching, phone recording, mug shot, and fingerprint systems; supporting the fire department computer aided dispatching; emergency support for updating the City's website to include general content, emergency content and any other content requested by the Mayor or MIS director; secondary support of our Munis ERP package and assistance to the Business Analyst with SQL, programming, and database requests; supporting of filming of the city council meeting; and performing related work as required.

Education & Experience: Bachelors Degree or equivalent from a four year college or technical school with technical aptitude and excellent communication skills with four or more years of work related experience as Desktop or Help Desk IT support technician. With experience Windows OS, Microsoft Office, Apple devices/OS, Mobile devices, TriTech and computer aided dispatching; or any equivalent combination of education and experience.

Special Note: Applicants must possess a valid Rhode Island Driver's License. Driver's License check for last two years will be performed. Applicants will also be subject to a background criminal check prior to employment. Negative findings may prevent applicant from being considered.

T.D.D. 739-9150

Telecommunications Device for the Deaf

THE CITY OF WARWICK IS AN EQUAL OPPORTUNITY EMPLOYER