



**INFORMATION TECHNOLOGY FIELD TECHNICIAN**  
**HELP DESK SUPPORT**

**SALARY RANGE:** \$40,000 – \$60,000 Annual / Exempt

**DIRECT SUPERVISOR:** IT Manager

**MAJOR FUNCTION:**

This position is primarily responsible for supporting troubleshooting, installing, analyzing and configuration of computer hardware, software, telecommunication and network systems throughout all WorkForce Centers under the direction and guidance of Tampa Bay WorkForce Alliance (TBWA) Duties include analyzing and recommending operational improvements, monitoring/troubleshooting computer/network systems and participating in technical support and training for all automated systems.

**MAJOR DUTIES:**

Core duties and responsibilities include the following. Other duties may be assigned.

- Work as an integral member of a cohesive team. Communicate and confer with other team members in relation to complex/problem situations and resolutions. Work with other team members as part of project implementations providing lateral and horizontal communication regarding project status. Inspire and motivate members of the team. Provide and accept direct feedback. Communicate clearly and concisely, both orally and in writing.
- Manage and support end-users located throughout TBWA. Users include partners and customers utilizing TBWA's electronic information resources. Provide orientation and technical hardware/software specific training to users, as necessary. Assist in the training of new software for both internal and external customers as new releases become available or new software is purchased. Track all internal and external customer requests. Serves as liaison between the department and contractors involved in upgrades to the information system infrastructure; researches, recommends, supervises, and evaluates work performed by contractors. Understand and interpret program objectives in relation to departmental goals and processes. Evaluate office automation requirements and make appropriate recommendations.

**INFORMATION TECHNOLOGY FIELD TECHNICIAN**  
**HELP DESK SUPPORT – PAGE 2**

- Performs a variety of technical and specialized tasks/functions in an independent, competent and timely manner; conduct and integrate assigned functions/activities in a cohesive and effective service delivery system. Collect and analyze data to identify needs/problems, evaluate program/system effectiveness, research and analyze alternative solutions, draw logical conclusions, recommend/implement most appropriate actions to be taken. Use independent judgment, and work with little direct supervision as situations warrant. Plan, organize, schedule and prioritize daily assignments and work activities. Monitor day-to-day functions, supporting, evaluating, troubleshooting, installing, maintaining, and removing/replacing, telephones, teleconference equipment, personal computers (desktops, laptops, etc.) monitors, printers, disk drives, scanners, cables, connectors, servers, and software licenses, and other technology equipment which may not be fully listed. Troubleshoots telecommunication and computer network problems; analyzes problems using software utilities, reports problems to service providers; works with service providers and monitors progress through resolution. Performs system administration duties for system servers; monitors, creates, reviews, edits and repairs user profiles, application, security settings, file maintenance, and web/e-mail programs on servers and network equipment. Assists in managing, troubleshooting, researching, and recommending upgrades to the department's wide area network (WAN) and local area network (LAN). Monitors status of work in progress and inspects completed work. Operate a variety of usual/specialized software programs at a level sufficient for successful job performance. Assists in scheduling and prioritizing maintenance of database, network, and server systems; coordinates and advises system users, departments, and outside agencies on required system downtime.
- Assists in the management of TBWA's inventory of computer assets, software, telecommunications equipment, and network equipment; assists in the management and coordination of ordering supplies for the IT department; assists in the distribution of supplies. Work to establish an "effective life" for hardware and software, so hardware and software which is no longer appropriate can be removed from service. Ensure hardware and software is maintained in accordance with maintenance agreements and works to renew agreements in a timely manner. Maintain records of compliance of all software-licensing requirements within TBWA.
- Participates in the planning, design, budgeting, sourcing, and execution of new technologies. Prepares, receives, completes, processes, and maintains a variety of forms, reports, correspondence, logs, and records; compiles, composes, proofreads, and edits documentation for content and accuracy.

**INFORMATION TECHNOLOGY FIELD TECHNICIAN**  
**HELP DESK SUPPORT – PAGE 3**

- Writes instructions and procedures; prepares system/programming documentation. Assists in the documentation of all policies and procedures related to disaster recovery, and keeps information current. Maintains documentation of TBWA network(s) and any manually allocated IP space. Maintains, reviews, revises, and creates hardware/software documentation for vendor-supplied hardware, software, and procedures for users and assigned staff.
- Initiate and drive change. Analyzes, researches, recommends, and proposes changes to databases systems, network infrastructure, servers, software, and desktop computer systems. Provides technical advice to management for determining the impact of changes/advancements in technology on the operations of the department and its computer systems; recommends best course of action to deal with such changes. Analyzes work and data flow to increase effectiveness and efficiency of automation of staff and computer systems; ensure optimal performance from staff and systems. Regularly evaluates the adequacy of IT resources and recommend alternatives, upgrades, etc. to the IT Manager. Assists in the coordination of department technology equipment and software purchases and implementation. Keeps the IT Manager abreast of project issues and proposed solutions to solve them.
- Maintains an awareness of new technology, products, trends, and advances in the profession; reads professional literature; attends workshops and training sessions as appropriate. Research and keeping up with reading previewing software. Attends conferences and workshops, as applicable to job duties.
- Maintains confidentiality of records and information per pertinent laws/regulations. Must have knowledge of policies, procedures, and activities of TBWA and departmental practices as they perform to the performance of duties; goals and purposes; terminology, principles, and methods, utilized within the department. Research regulations, procedures and/or technical reference materials related to information technology and telecommunications. Comprehend, interpret, explain and apply a variety of laws, regulations, policies, and procedures governing the operations and process of the assigned department's data systems.

**COMPETENCIES:**

To perform the job successfully, an individual should demonstrate the following competencies:

- Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

**INFORMATION TECHNOLOGY FIELD TECHNICIAN**  
**HELP DESK SUPPORT – PAGE 4**

- Design - Demonstrates attention to detail.
- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- Project Management - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.
- Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- Written Communication - Writes clearly and informatively; edits work for spelling and grammar; Varies writing style to meet needs; Able to read and interpret written information.
- Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- Visionary Leadership - Displays passion and optimism; Inspires respect and trust; mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.
- Change Management - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.
- Leadership - Exhibits confidence in self; Inspires and motivates others to perform well; effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

**INFORMATION TECHNOLOGY FIELD TECHNICIAN**  
**HELP DESK SUPPORT – PAGE 5**

- Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- Business Acumen - Understands business implications of decisions; Aligns work with strategic goals.
- Cost Consciousness - Develops and implements cost saving measures; Conserves organizational resources.
- Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.
- Ethics - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Identifies external threats and opportunities; Adapts strategy to changing conditions.
- Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.
- Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

**INFORMATION TECHNOLOGY FIELD TECHNICIAN**  
**HELP DESK SUPPORT – PAGE 6**

- Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.
- Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

**LANGUAGE SKILLS:**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

**MATHEMATICAL SKILLS:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**REASONING ABILITY:**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**COMPUTER SKILLS:**

To perform this job successfully, an individual should have knowledge of Microsoft Office Suite; Database software; Internet software; Windows XP, Vista; Windows Server 2000/2003; Microsoft Exchange Server; SQL; Visio; Inventory software; Payroll systems; Project Management software; Spreadsheet software and Word Processing software.

**INFORMATION TECHNOLOGY FIELD TECHNICIAN**  
**HELP DESK SUPPORT – PAGE 7**

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is frequently required to sit; use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stand; walk; climb or balance; stoop, kneel, crouch, or crawl and taste or smell.

The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is occasionally exposed to moving mechanical parts; fumes or airborne particles; outside weather conditions; extreme cold and risk of electrical shock.

The noise level in the work environment is usually moderate.

**QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION AND/OR EXPERIENCE:**

Related Bachelor's degree (B. A.) from an accredited college/university, or work experience requirement; or equivalent combination thereof. Two years directly related progressively responsible work experience and/or training and educational requirement; or equivalent combination thereof.

**INFORMATION TECHNOLOGY FIELD TECHNICIAN**  
**HELP DESK SUPPORT – PAGE 8**

**MANAGEMENT RESPONSIBILITIES:**

There are no management responsibilities required in this position.

**ORGANIZATIONAL STANDARDS:**

Staff members must be able to work effectively within a rapidly growing organization. Our day-to-day working relationships include the following commitments:

- As a team, we focus on providing quality, timely service to our clients. Integrity is present in all our decisions and actions. We keep the promises we make.
- We foster mutual trust and respect through open, accurate, and timely communication with each other and with our clients. We seek each other out for guidance and welcome critiques of our work.
- We place organizational goals above personal goals. We value the ability to work independently, but we work without ego when working in a group.
- We are committed to improving our personal and organizational strengths and weaknesses. We recognize individual and group accomplishments. We believe that work environments need large doses of optimism, humor, and forgiveness.

**WORKING HOURS/LOCATION:**

Usually 8:00am to 5:00pm or may vary with supervisor approval and/or direction.

Main Office Location: WorkForce Center Tampa

Position requires local travel and must provide own transportation.

**CONTACT/ DEADLINE:**

Please provide résumés to: [HR@workforcetampa.com](mailto:HR@workforcetampa.com)

Or fax to: (813)740-4693 Attn: Human Resources

Deadline: **Friday, October 17, 2008 at 12:00 p.m. E.S.T.**

**LATE SUBMISSIONS WILL NOT BE CONSIDERED**

*Please Include Job Title On All Correspondence*

*Equal opportunity is the Law. Tampa Bay WorkForce Alliance is an equal opportunity employer/PROGRAM. AUXILIARY AIDS AND SERVICES ARE AVAILABLE UPON REQUEST TO INDIVIDUALS WITH DISABILITIES. TDD/VVV 813-930-7699.*

