



CAREER OPPORTUNITY PROFILE

TITLE: Help Desk Specialist
CLASS: Technology Support Specialist
Technology Services - Albany Office
Limited Term Full-time (40 hrs. /wk.)

Job # 201949
Opens: 10/29/19
Closes: 11/11/19

ABOUT OREGON CASCADES WEST COUNCIL OF GOVERNMENTS (OCWCOG)

OCWCOG manages a variety of local, State, and Federal programs to serve residents, local governments, and businesses in our tri-County Region. OCWCOG is recognized by the State of Oregon as an Area Commission on Transportation (ACT) and a Type B Medicaid Transfer Agency. Additionally, the association is recognized by the Federal Government as an Area Agency on Aging (AAA), an Economic Development District (EDD), an Economic Development Revolving Loan Fund Coordinator, a U.S. Department of Agriculture Revolving Loan Agency, and staffs the two Metropolitan Planning Organizations (MPOs) in the Region. These designations increase OCWCOG's ability to serve our communities' needs.

As an Oregon intergovernmental entity, in addition to the programs and services that OCWCOG is required by State or Federal contract to provide, OCWCOG helps businesses find appropriate capital; facilitates seniors and persons with disabilities plan for independent living; coordinates local road improvement priorities; and assists with administration and technical support for its member governments.

Each program works towards OCWCOG's mission of helping the Region's communities collaborate to solve problems and connect member governments, businesses, and individuals with a wide array of resources.

ABOUT THE AREA

Oregon Cascades West Council of Governments (OCWCOG) member agencies are located in the Willamette Valley and the Central Oregon Coast. The rugged Oregon seacoast, the high mountain passes of the Oregon Cascades, lush greenery, and the agricultural abundance of the Valley are an attractive addition to an education, employment, and cultural hub.

Only a one-hour drive to Portland and 40 minutes to Eugene – the region's major airports and gateways; and, a twenty-minute drive to Salem, Oregon's State Capitol, where many of OCWCOG's funding agencies and partners are found. The Southern Willamette Valley is best known for its agriculture and its innovation, which include a flourishing wine industry, innovation accelerators, a growing start-up culture, high-tech industry and access to tens of thousands of students, professionals, and entrepreneurs affiliated with Oregon State University, Samaritan Health Systems, Linn-Benton Community College, Hewlett-Packard, the U.S. Department of Energy, and hundreds of other businesses, non-profits, agencies, and community partners.

The Oregon Coast is proof of the Northwest's amazing diversity and its 350-mile coastline is anything but mundane. The Cities of Newport and Toledo anchor OCWCOG's presence in Lincoln County and provide access to multiple working ports, harbors, and bays, and a historic logging and fishing culture. Oceanic and atmospheric research are conducted by the National Oceanographic and Atmospheric Agency and Oregon State University among others – spinning off innovation and industry in fisheries, energy, resource management, and tourism.

ABOUT THE TECHNOLOGY SERVICE PROGRAM

Technology Services delivers comprehensive, association-wide Information Technology management. Services include network implementation, software and website development, computer and phone maintenance, consulting, and project management for OCWCOG departments.

GENERAL INFORMATION

This announcement will remain open until filled; however, the application screening process is expected to begin on or about November 11, 2019. Therefore, at the agency's discretion, materials received after November 11, 2019 may not receive consideration.

This position is represented by the Service Employees International Union (SEIU), pursuant to Article 14 of the Collective Bargaining Agreement.

Possess a valid Oregon Driver's License, or have the ability to obtain reliable transportation in order to travel throughout the three-county area is required.

If you are offered employment, the offer will be contingent upon the outcome of a criminal records check, and the information will be shared with Human Resources. Any criminal history will be reviewed and could result in the withdrawal of the offer or termination of employment

ABOUT THE POSITION

Ensures proper computer and telephone operation for OCWCOG's Senior and Disability Services Department so that end users can accomplish business tasks. This includes receiving, prioritizing, documenting, and actively resolving help requests either directly or by escalating the request to the appropriate technician. Problem resolution may involve the use of diagnostic and help request tracking tools, as well as in-person, hands-on help at the desktop level. Provides assistance with installing, diagnosing, repairing, maintaining, and upgrading all PC hardware, equipment and telephones to ensure optimal workstation performance. These tasks are illustrative only and may include other related duties.

ESSENTIAL JOB DUTIES

Performs position duties in a manner that promotes customer service and harmonious working relationships, including treating all persons courteously and respectfully. Engages in effective team participation through willingness to assist and support co-workers, supervisors, and other work related-associations. Develops good working relationships with division and agency staff and supervisors through active participation in accomplishing group projects and in identifying and resolving problems in a constructive manner. Demonstrates positive acceptance of constructive feedback and suggestions, in an effort to strengthen work performance. Contributes to a positive, respectful and productive work atmosphere. Regular attendance is required to meet the demands of this job and to provide necessary services.

- Serves as a liaison for communication and requests between SDS and IT, ensuring the SDS Director and relevant Managers are kept up to date on project progress and that requests are funneled through the correct channels and processes to IT.
- Fields incoming help requests from end users either in-person or via both telephone and e-mail in a courteous manner.
- Builds rapport and elicits problem details from help desk customers.
- Categorizes, prioritizes and schedules incoming help desk requests using help desk software.
- Following protocol, escalates problems to the appropriately experienced technician.
- Records, tracks, and documents assigned help desk requests, including all actions taken and time used, through to final resolution.
- Collaborates with Technology Services staff in the resolution of technical issues.
- Accesses software updates, drivers, knowledge bases, and frequently asked questions resources on the Internet to aid in problem resolution

- Maintains working knowledge of all software and hardware used and supported by the organization.
- Performs hands-on fixes at the desktop level, including installing and upgrading software; installing hardware, peripherals, phones, and configuring these systems and related applications to established specifications.
- Diagnoses and removes viruses, worms, malware and other malicious software from desktop computers.
- Performs preventative maintenance, including cleaning and restoring consumable or replaceable parts in workstations, peripherals, printers, and phones.
- Contacts vendors to ask questions and get information on existing or new technology.
- Develops help sheets and frequently asked questions lists for end users.
- Provides setup of electronic presentations including projectors and video conferencing.
- Performs administrative functions such as receiving and processing packages, processing unit mail, securing authorization to return defective equipment, inventory of agency computer equipment, assisting with door codes, and filing.
- Works with non-agency customers on computer related issues and help desk requests as directed.
- Create and update documentation as directed

OTHER JOB DUTIES

- Provides back up and assistance to the Technology Services Department as required.
- Other related duties as assigned.

TO QUALIFY

Your application, resume, and cover letter will be reviewed to verify that you meet the MINIMUM QUALIFICATIONS portion stated in this announcement. If your application does not clearly show in detail the experience and/or training required, your resume will not be accepted.

MINIMUM QUALIFICATIONS

Experience & Training

Associate degree in Computer Science, or equivalent, and two (2) years of directly related experience. Further education may be substituted on a year-for-year basis for a maximum of one year of experience; Or, any satisfactory equivalent combination of education, experience and training which demonstrates the knowledge, skills and abilities to perform the duties of the job.

Knowledge, Skills and Abilities

- Advanced knowledge of Microsoft Office (spreadsheet, database, word processor, e-mail client and presentation software) for desktop and laptop;
- Advanced knowledge of computer hardware and windows operating systems;
- Knowledge of HTML/PowerShell programming and documentation standards;
- Knowledge of confidentiality rules and security policies;
- Knowledge of cloud based VOIP phone system administration;
- Knowledge of security application (firewalls, data restore/migration, virus protection, etc.
- Ability to use a multi-function phone including advanced functions;
- Ability to operate a personal computer in a networked environment;
- Ability to work independently on assigned tasks, handle multiple projects and a high volume of work;
- Ability to manage stressful situations involving customer service issues;
- Ability to follow instructions, both verbal and written;
- Ability to communicate verbally and in writing, in a personable and professional manner;
- Ability to use innovative and creative approaches to problem solving;
- Ability to respond in a courteous and efficient manner to inquiries from both public and staff;

- Ability to present to members, other agency staff, and the public a professional image which instills confidence and always reflects well upon the department and agency;
- Ability to identify and refer significant policy inquiries to supervisor or appropriate staff;
- Physical ability to lift and move equipment (up to 50 pounds), with or without assistance, climbs ladders, bend and stoop;
- Skill in manipulating small hand tools to accomplish repair or maintenance tasks.

Licenses, Certificates, & Other Requirements

- Must have a valid Oregon Driver's License and ability to travel for on-site assistance in Albany and Toledo and delivery of equipment.
- Must hold the CompTIA A+ and Network+ certificates, or equivalent certification.
- Must be available for occasional weekend and after-hours work.
- May be assigned a non-standard work schedule to meet temporary operational needs.
- Must be CJIS certified within six weeks of hire

This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees are required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.

Requirements are representative of minimum levels of knowledge, skills and abilities. To successfully perform this job, the employee will possess the abilities or aptitudes to perform each duty proficiently.

MENTAL AND PHYSICAL DEMANDS

R = Rarely (< 1%)
F = Frequently (34% - 66%)

O = Occasionally (1% - 33%)
C = Continuously (67% - 100%)

Mental

- | | | |
|---|---------------------------------|---------------------------|
| (C) Interpersonal Skills | | |
| (O) Basic Math (add, subtract, multiply, divide) | | |
| (R) Advanced Math (analysis, statistics, significant data or number manipulation) | | |
| (C) Written English Communication | | |
| (C) Coordination of Multiple Tasks | (F) Initiative | (C) Detail/Accuracy |
| (C) Reasoning/Judgment/Decision Making | (F) Creativity | (O) Brainstorming/Concept |
| (F) Research | (C) English Comprehension | (C) Memory |
| (F) Organization/Planning | (F) Adapting to Constant Change | (C) Teamwork |
| (C) Timeliness | (O) Presentation/Teaching | (R) Selling |
| (O) Negotiation | (C) Client/Service Skills | (R) Persuasion |
| (O) Mentoring | (F) Management of Stress | |

Physical

- | | | | |
|--|---------------------------------------|-----------------------|-----------------------------|
| (O) Standing | (F) Sitting | (F) Walking | (O) Stooping |
| (O) Kneeling | (O) Crawling | (O) Climbing | (F) Talking |
| (F) Hearing | (O) Reaching | (F) Handling | (C) Eye/hand coordination |
| (O) Tasting/smelling | (C) Vision (1-10 ft) | (F) Vision (10-20 ft) | (O) Long range vision (20+) |
| (F) Computer/Keyboard/mouse track ball use | (O) Acute Color | | |
| (F) Pushing <u>50 lbs/day</u> | (F) Pulling <u>40 lbs/day</u> | | |
| (F) Lifting <u>50 lbs/day</u> | (F) Carrying <u>50 lbs/day</u> | | |

WORKING ENVIRONMENT

Work is performed primarily indoors with periodic travel to agency and member offices. Typical environment is diverse with multiple vendors, multiple sites, and distributed needs within the agency and region. Work requires occasional bending, stooping, and crawling in order to setup meetings with computers and audio-visual equipment, as well as hand/eye coordination in the operation of computers and related equipment. Job requires occasional evening and weekend work including non-standard work schedules.

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Requirements are representative of minimum levels of knowledge, skills and abilities. To successfully perform this job, the employee will possess the abilities or aptitudes to perform each duty proficiently.

COMPENSATION PACKAGE

Starting salary is \$18.82 - 20.57/hour DOQE. A step increase will be awarded upon successful completion of a probationary period (typically six months), and then annually thereafter to the top of the range. If position is less than 40 hours per week, leave benefits will be prorated. OCWCOG offers an attractive benefits package including:

- **Retirement** – OCWCOG pays both the employer's percentage, and employee's six percent (6%) contribution into the Oregon Public Employees System (PERS). In addition to PERS, OCWCOG pays into Social Security.
- **Insurance** – For select plans, OCWCOG currently pays one hundred percent (100%) of the insurance premiums for the employee and their eligible dependents. The insurance package includes medical, prescription, dental and vision coverage, life, accidental death and dismemberment, as well as long-term care.
- **Holiday Leave** – OCWCOG provides ten and one half (10 ½) fixed holidays, plus two (2) personal days during each fiscal year.
- **Additional Benefits** – Deferred compensation options, Long-term care Insurance, Employee Assistance Program, Credit Union memberships, and options to participate in pre-tax Health Savings Account or Flexible Spending Account.
- **Sick Leave** – Full-time employees accrue eight (8) hours of sick leave each month.
- **Vacation Leave** – Full-time employees accrue vacation leave each month according to the following schedule:
 - 0-36 month – 8 hours/month
 - 37-72 months – 10 hours/month
 - 73-144 months – 14 hours/month
 - 145 months & above – 16 hours/month

TO APPLY

An application and detailed job description is available at www.ocwcog.org/careers. **You must submit the following application materials to be considered as a viable candidate:**

1. An **OCWCOG Employment Application**, completed and signed.
2. A **current resume** that clearly describes your experience, skills, and/or knowledge related to the requirements of the position and demonstrates that you meet qualifications of the position listed above.

3. A **cover letter** explaining how your background, experience and training qualify you for this position. **Please describe your experience and training specifically as they relate to the Desired Attributes.**

If you are an eligible veteran and wish to claim veterans' preference points AND you also meet the minimum qualifications for this position, the points will be added to your score. To receive veterans' preference points, you **MUST** attach to your application materials the following required documentation:

- A copy of your DD214/DD215 form; OR a letter from the US Dept of Veteran's Affairs indicating you receive a non-service connected pension for the five (5) point preference.
- A copy of your DD214/DD215 form; AND a copy of your veteran's disability preference letter from the Dept. of Veterans' Affairs for the ten (10) point preference.

The first review of applications will be on or around Friday, November 8. For immediate consideration, apply now.

Only complete applications will be considered. Be sure to attach any required documents. The selection process will consist of a review of the materials provided and an evaluation of experience and training. Candidates most closely matching the desired attributes will be invited to interview.

SUBMIT TO

Oregon Cascades West Council of Governments
Human Resources Department
1400 Queen Ave SE, Suite 201
Albany, Oregon 97322

You may **E-MAIL** your application materials to us at hrrcruit@ocwcog.org. **In the subject line please include the position title and the posting number.** By electronically submitting your application, you agree to the conditions stated in the certification and signature section of the application, which is enforceable as if you had signed. You will receive confirmation of receipt only if you submit via e-mail.

FAX to 541-967-6123. We are unable to verify receipt of faxed applications. OCWCOG is not responsible for material that is illegible or missing because of transmitting by fax or which may be lost through the mail.

EQUAL OPPORTUNITY EMPLOYER

Cascades West Center, 1400 Queen Ave., SE Suite 201, Albany, Oregon 97322

◆ Phone (541) 967-8720

◆ Fax (541) 967-6123

◆ TTY (541) 928-3670