City of
Philadelphia

Job Title:	User Systems Support (USS) Associate – IT Technician	Revision Date:	
Department:	Philadelphia Parks & Recreation	Hiring Manager:	IT Director
Salary:	$18.00/hour	Application deadline:	Open until Filled
Position Type	Temporary/Seasonal Employment Nine (9) Months in Duration		

Overview of City of Philadelphia

With a workforce of over 30,000 people, and opportunities in more than 1,000 different job categories, the City of Philadelphia is the fifth largest city in the United States and one of the largest employers in Southeastern Pennsylvania. As an employer, the City of Philadelphia operates through the guiding principles of service, integrity, respect, accountability, collaboration, diversity and inclusion. Through these principles, we strive to effectively deliver services, to resolve the challenges facing our city, and to make Philadelphia a place where all of our residents have the opportunity to reach their potential.

Agency Description

Philadelphia Parks & Recreation (PPR) advances the prosperity of the city and the progress of her people through intentional and sustained stewardship of over 10,200 acres of public land and waterways as well as through hundreds of safe, stimulating recreation, environmental, and cultural centers. PPR promotes the well-being and growth of the City's residents by connecting them to the natural world around them, to each other, and to fun, physical, and social opportunities. PPR is responsible for the upkeep of historically significant Philadelphia events and specialty venues, and works collaboratively with communities and organizations in leading capital projects and the introduction of inventive programming. To learn more about Philadelphia Parks & Recreation, visit us at www.phila.gov/parksandrec, and follow @philaparkandrec on Facebook, Twitter, Instagram, or Tumblr.

Position Summary

The User Systems Support (USS) Associate is an **IT Technician** that supports help desk staff and business activities including but not limited to the following:

- Management of individual ticket assignments
- Resolution of support requests such as, changing passwords, software installation, troubleshooting PC issues, PC replacement.
- Tasks as assigned to USS staff via the ticketing system.
- Documenting and implementing policies and procedures which drive the workflow and processes that allow the team to be most efficient and effective when supporting customers.

The USS Associate is expected to perform the full scope of service and support for all PPR locations (internal and external) independently as well as diagnose user problems and provide problem resolution with limited supervision. Work is performed under the general direction of LAN Management team and the IT Director.

Responsibilities
- Ensures all IT service and support requests are documented in the ticketing system.   - Verifies that all computers, software, applications, components, etc. are available and are installed correctly.   - Receives requests from users to determine error situations and technical problems, monitors tickets for successful resolution.   - Determines if a failure is hardware, software, or network related; escalates problem to management team based on request type, severity, urgency, and availability.   - Educates users on the correct policy and procedure regarding accessing USS support services.   - Document all assets (hardware, software, systems, components, warranties, subscriptions, renewals, etc.) (what it is, who it belongs to, where it is located, serial numbers, tag numbers, etc. where applicable) in the identified tracking system(s).   - Expected to provide technical service and support to all Philadelphia Parks and Rec locations.   - Expected to have personal transportation and are familiar and comfortable traveling within the city of   - Philadelphia.   - Expected to be flexible with scheduled work hours (e.g., nights, weekends, etc.) and available for on-call work   - when necessary.   - Ability to physically perform the duties and to work in the environmental conditions required of a position in this class.   - Performs related work as required.

Competencies, Knowledge, Skills and Abilities
- Establish and maintain working relationships with departmental colleagues.   - Troubleshoot and diagnose malfunctions and perform necessary minor maintenance and repair tasks to make   - Computing equipment functional; without affecting warranty if applicable.   - Evaluate and analyze network related problems for computing equipment, peripheral and communications   - hardware problems.   - Able to support and travel within the city of Philadelphia to support all PPR locations; possession of a valid proper class motor vehicle operator's license as issued by the Commonwealth of Pennsylvania.   - Must be able to image, configure, and deploy computers.

Qualifications (Education and Experience)
- Establish and maintain working relationships with departmental colleagues.   2 years working in a helpdesk and/or technician role.   - Experience with installing and troubleshooting printers.   - Experience with imaging, configuring, and deploying computers.   - Experience with Windows 11 & Microsoft Office 365.   - Experience with ticketing software – ServiceNow Preferred.

City of
Philadelphia

Additional Information

- Successful candidates must be a city of Philadelphia resident as a condition of employment
- Interested candidates must submit a resume and cover letter to PPR_IT@phila.gov
- The City of Philadelphia is an Equal Opportunity employer and does not permit discrimination based on race, ethnicity, color, sex, sexual orientation, gender identity, religion, national origin, ancestry, age, disability, marital status, source of income, familial status, genetic information or domestic or sexual violence victim status. If you believe you were discriminated against, call the Philadelphia Commission on Human Relations at 215-686-4670 or send an email to faqpchr@phila.gov. For more information, go to: Human Relations Website: http://www.phila.gov/humanrelations/Pages/default.aspx