



Employees' Retirement Fund  
| of the City of DALLAS | ®

## Information Technology - Help Desk Coordinator

### Organization Background

Employees' Retirement Fund (ERF) of the City of Dallas was established by ordinance in November 1943 and became effective in January 1944 after ratification by the voters of the City of Dallas. ERF is a single-employer defined benefit pension plan sponsored by the City of Dallas, and it provides retirement, disability and death benefits to its members.

This position will provide first level user support. Provide email, network, PC, laptop, phone, printer/copier support and training. Set up PCs, users, and network peripherals, password resets, O.S. and application installations, configurations, and patching. Investigate and resolve hardware, software, and network problems. Serve as a contact for users having problems using computer software, hardware, operating systems, as well as access and authorization to resources. Documentation of problems and actions taken towards correction. Review and monitor system logs for errors, alerts, and determine need for remediation.

### Knowledge, Skills and Abilities of Work:

- Knowledge of Microsoft Office, basic computer hardware, peripherals, experience with Windows server and desktop operating systems, Active Directory, GroupWise, SuSE Linux, VMware, Laserfiche.
- Good communication skills, verbal and written. Ability to troubleshoot problems, and perform multiple tasks. Read, write, speak, and understand English.
- Job may require occasional lifting of up to 50 pounds, sitting and standing for extended times.
- Exercises considerable independence, judgment, and initiative in leading projects and the performance of duties; receives general administrative direction.
- Performs other related work as assigned.
- Comprehensive knowledge of the principles and capabilities of computer hardware and software.

- Comprehensive knowledge of various information technology platforms.
- Comprehensive knowledge of the principles of computer programming and systems analysis, design, testing, and documentation.
- Comprehensive knowledge of information security systems and procedures.
- Comprehensive knowledge of computer networking and telecommunications.
- Comprehensive knowledge of computer operating systems.
- Ability to utilize project management tools.
- Ability to coordinate/organize projects involving multiple organizations and/or groups.
- Ability to prepare and interpret computer program documentation.
- Ability to troubleshoot and resolve hardware and/or software problems.
- Ability to communicate effectively.
- Ability to establish and maintain effective working relationships with management, staff, and the general public.

### **Experience and Education**

A Bachelor's degree from an accredited college or university in computer science or computer information technology; **OR**, a high school diploma and Four or more years of work experience in one or more of the following areas: network technologies, information technology security, databases, system programming, end user support, and/or web technologies. Each complete year of college or work experience in computer or related fields can be used as substitution for experience.

To apply:

Please send your resume and cover letter to [detheridge@dallaserf.org](mailto:detheridge@dallaserf.org) – use subject line: “Help Desk Position”. Resumes received by June 30, 2017 or before will have the priority consideration. No phone calls please.