



Metro Parks Tacoma Employment Opportunity

HELP DESK ASSISTANT

ZOOLOGICAL AND ENVIRONMENTAL EDUCATION DEPARTMENT

CLOSING DATE: Open Until Filled

SALARY: \$10.06 - \$12.22 DOQ per hour

LOCATION: Point Defiance Zoo & Aquarium & Northwest Trek Wildlife Park

HOURS: Hours and days per week vary depending upon need. Must be able to work a flexible schedule.

SUPERVISOR: Rich Snowden

CLASSIFICATION: This position is classified as a part-time/seasonal position and is not eligible for health benefits or paid leave. Enrollment in the WA state retirement system may be mandatory. This position is an at-will position with no written or implied contractual agreement.

DUTIES:

This position is responsible for providing technical support over the phone and in person and being the first point of contact for staff at the Point Defiance Zoo & Aquarium and Northwest Trek Wildlife Park seeking technical assistance for technology issues. Duties include responding by phone and in person to issues sent to the help desk; assisting staff with technology problems; learning fundamental operations of commonly used software, hardware, and other equipment; following standard Help Desk operating procedures; accurately logging all Help Desk contacts using call tracking software; becoming familiar with Metro Parks Tacoma policies, services, and staff; and directing calls and issues to the IT Specialist as necessary. Other duties as assigned.

MINIMUM QUALIFICATIONS:

- Must have a friendly presence and helpful attitude; good interpersonal skills and ability to work well with others required.
- Must have the ability to provide technical support over the phone.
- Previous customer service experience strongly desired.
- Must have good problem solving skills with the ability to visualize a problem or situation and think abstractly to solve it.
- Must be able to handle constantly changing work demand, be able to remain productive during slow times, be able to multitask effectively during busy times, and be able to exercise patience and professionalism during stressful situations.
- Must have the ability to think around problems and come up with creative solutions.
- Ability to work responsibly with or without direct supervision required.
- Must have working knowledge of common operating systems and software applications and adequate familiarity with the equipment found in MPT computer facilities.
- Must be able to work a flexible schedule that includes a minimum of 6 hours per week and a maximum of 40 hours per week depending on need.

LICENSE & OTHER REQUIREMENTS:

- Employment is subject to a Washington State Patrol background inquiry pursuant to RCW 43.43.832.
- Job applicants must be able to prove authorization to work in the United States at the time of a job offer as required by the 1986 Federal Immigration Reform and Control Act. Documentation establishing authorization to work may include a Social Security Card, picture ID and/or other approved documentation.

PHYSICAL DEMANDS:

Sight to read and prepare records and reports. Hearing and speaking to exchange information. Sitting and operating a computer keyboard for extended periods of time. Bending and reaching to retrieve and maintain files. Lifting and carrying boxes and other objects weighing up to 50 pounds. Dexterity of hands and fingers to operate a computer keyboard and handle small hand tools used in repair of computer hardware. Kneeling, crouching, bending, and reaching to install equipment. Seeing to troubleshoot and analyze computer malfunctions.

APPLICATION PROCESS:

Applicants must submit an official completed and signed Metropolitan Park District application form. Resumes received without the required application form will not be accepted. Applications can be obtained at the Metro Parks Tacoma Administration building located at 4702 S. 19th St., Tacoma, WA 98405 or by visiting the Metro Parks Tacoma web site at www.metroparkstacoma.org.

Accommodation to participate in the job application and/or selection process for employment will be made upon request with reasonable notice. Please contact the Human Resources Department for further information.

SELECTION PROCESS:

Those applicants showing evidence of meeting the minimum qualifications and appraisal of experience and training may be scheduled for further review. Metro Parks may elect to give an exam to those candidates scheduled for further review. It is the responsibility of the applicant to supply sufficient information and detail to permit Metro Parks to properly evaluate their qualifications and abilities as they relate to the position.

EQUAL OPPORTUNITY:

All qualified persons will be considered for employment without regard to race, color, religion, sex, national origin, age, sexual orientation, political affiliation, disability or any other merit factor.

GENERAL INFORMATION:

Please clearly indicate the position that you are applying for on the application form. Your application will be forwarded to the appropriate hiring supervisor for the position. It is the responsibility of the applicant to supply sufficient information and detail to permit a proper evaluation of your qualifications and ability as they relate to the position.

A completed and signed application form is required. A response of "see resume" will not be considered an adequate response and may eliminate you from the process. You may attach a resume, however, it is not required. The information from your resumes will not be used to determine if minimum qualifications are met. All qualifying information must appear on the application form.

It is your responsibility to make copies of your application and/or resume if needed. Metro Parks Tacoma will not return or make copies of any items supplied for the application process.

Due to the high volume of seasonal/part-time applications received, MPT is unable to respond to every application. Applicants selected for further review of a seasonal and/or part-time position will be contacted directly by the hiring manager.

Positions may require weekend shifts and may require night shift, holiday, and overtime.

Metro Parks Tacoma is a drug and alcohol free workplace.

All positions are at-will positions, with no written or implied contractual agreement.

NOTE: THE PROVISIONS OF THIS APPLICATION DO NOT CONSTITUTE AN EXPRESSED OR IMPLIED CONTRACT. ANY PROVISION CONTAINED HEREIN MAY BE MODIFIED AND/OR REVOKED WITHOUT NOTICE.