



**CITY OF PHILADELPHIA  
OFFICE OF INFORMATION TECHNOLOGY (OIT)  
(September 2020)**

**POSITION TITLE:** Mobile Device Support Technician

**PROGRAM AREA:** Office of Information Technology

**GENERAL DESCRIPTION**

The Office of Information Technology (OIT) is responsible for managing and distributing technology resources to employees of the City of Philadelphia.

The Mobile Device Support Technician will provide smartphone and end-user support for Android smartphones and assist with the upgrade rollout of 4,745 devices to City employees. The Mobile Device Support Technician will also assist with mobile phone orders, audits, and distribution.

This position is full-time, Monday through Friday, with occasional work after hours and on weekends to support Program activities. The position is grant funded for a minimum of one year. Continuation of the position is dependent on sustained grant funding.

**SPECIFIC DUTIES & RESPONSIBILITIES**

- Provide 1<sup>st</sup> and 2<sup>nd</sup> level support on all smartphone device issues pertaining to Workspace One (WS1) enrollment, email connectivity and re-enrollment
- Troubleshoot connectivity and data service issues with smartphones, cellphones, laptops, tablets and mifis
- Knowledgeable with mobile device upgrades and migration processes
- Order phones and accessories through vendor portals
- Handle multiple orders, with interruptions and escalations during the business day, organized to track each order in an organized way to minimize mistakes

**REQUIRED QUALIFICATIONS**

- Experience in Customer and/or End-User service and communication
- Excellent organizational skills, time management, and attention to detail
- Android and iOS knowledge
- Familiarity with Enterprise Helpdesk ticketing system
- Intermediate level understanding of Smartphone functionality, setup of email, and mobile phone activation
- Experience using Microsoft Excel – including beginner and some intermediate Excel functions
- Ability to interact appropriately and effectively with a wide range of persons
- Demonstrated critical thinking skills; strong verbal and written communication skills.
- Flexibility, professionalism and the ability to manage multiple projects simultaneously

- Equally comfortable working individually and within a team environment that emphasizes interdisciplinary collaboration

### **WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS**

This job is estimated to be 90% remote work (work-from-home) with at least one day of work per week at our office in Center City. The position may require some travel and occasional participation in off-site functions. The position requires responding to department emergencies and at times requires rapid turnaround of communications on short notice.

### **SUPERVISION**

This position reports directly to the IT Supervisor

### **SALARY AND BENEFITS**

Salary is commensurate with experience and qualifications. This position comes with a comprehensive benefits package consisting of medical and dental coverage, paid sick, vacation, and personal time, and a retirement plan.

### **TO APPLY**

Our work is guided by a commitment to all people's humanity. We are dedicated to building a staff that reflects the diversity of Philadelphia. We encourage applications from individuals who identify with one or more of the following groups:

- a) People of color,
- b) Individuals with disabilities,
- c) LGBTQ+,
- d) First-generation college students,
- e) Individuals from a family that has qualified for federal financial assistance,
- f) Other historically underrepresented or marginalized groups.

Applicants who are originally from and live in and around the Philadelphia area are also strongly encouraged to apply.

To apply, please submit the following to [christine.morando@phila.gov](mailto:christine.morando@phila.gov):

1. A resume or CV
2. A cover letter that includes:
  - Your experience in or with Philadelphia, if any
  - Your past or proposed contributions to diversity, equity, and inclusion