

IT Service Desk Technician

GENERAL STATEMENT OF DUTIES: Performs technical tasks that encompass assisting with hardware installations and upgrades to Windows operating systems and Voice over Internet Protocol; works under the general supervision of the Systems Engineer; performs related duties as required. Work involves changing requirements and priorities with both technical and non-technical staff. Works under the supervision of the Chief Information Officer or designated staff member.

STATEMENT OF TASKS:

Answers Help Desk line and interfaces with public.
Assists users in the utilization of computer hardware and software.
Assists users in the utilization of IP Telephone hardware and software.
Monitor Help Desk Tickets to ensure all tickets are resolved in a timely manner.
Ensures issues are documented thoroughly once resolved.
Perform post-resolution and follow-up to Help Desk calls.
First Line troubleshooting of computer and peripheral issues and provides hardware replacement, cleaning or repair as needed.
Works closely with both technical and non-technical staff to resolve, document, and support a variety of issues and services.
Provisions user accounts across a variety of hosted services.
Assists the IT Technician I in preparing, deploying systems and software updates.
Provides setup and configuration of computing peripherals such as printers, CD and DVD read/writers, monitors, scanners, mice, special keyboards, and other equipment as necessary.
Installs Computer hardware within authorized guidelines.

The statement of tasks above is intended to be sufficient to identify the class and be illustrative of the many duties that may be assigned. It should not be interpreted to describe all of the duties an employee assigned to this class may be required to perform.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of personal computers;
Working knowledge of sophisticated software systems including, but not limited to word-processing, spreadsheets and data bases;
Ability to assist employees in the use of hardware and software;
Ability to do minor hardware repairs and upgrades;
Ability to prioritize and schedule work duties;
Ability to utilize sound judgment;
Ability to communicate both orally and in writing effectively;
Ability to maintain good interpersonal relationships;
Ability to work independently and as a member of a team;
Ability to multitask on a regular basis;
Ability to attend work regularly, work under stressful conditions;

MINIMUM QUALIFICATIONS

Sixty (60) semester hours of college coursework with at least twenty (20) semester hours in business and/or computer courses **AND** two (2) years of paid experience with personal computers including the use of various software packages such as data bases, spreadsheets, word processing and fourth generation languages;

-OR-

Four (4) years of current paid experience with personal computers in a windows environment including the use of various software packages on a P.C. based network such as data bases, spreadsheets, word processing and fourth generation languages.

SPECIAL REQUIREMENTS: Dell Repair Technician certification must be obtained within the first year and maintained each year thereafter.

PHYSICAL/ADDITIONAL REQUIREMENTS:

Ability to lift 50 lbs.

Valid Driver's License and satisfactory driving record.

Periods of prolonged sitting at a computer screen.

Ability to access various areas of the County with equipment in tow.

Ability to lift and move computer equipment and peripheral equipment.


Human Resources Director

Established: June 20, 2013

Revised: July 30, 2019