



JOB DESCRIPTION

JOB TITLE: Help Desk Technician

JOB CODE: 1625

DEPARTMENT: Technology Services/Information Technology

FLSA STATUS: Non-Exempt

REPORTS TO: Computer Network Tech. Lead /I.T. Manager

SUMMARY OF JOB PURPOSE

Responsible for performing Help Desk support to staff on all County supported applications. Answers trouble calls, determines resolution, documents work done, adds to Knowledge Base to assist with solving common user issues or problems. Troubleshoots computer problems and determines source, and forwards service requests to appropriate team member. Instructs users in the use of equipment, software, and manuals; is an independent worker meeting the day-to-day needs of the I.T. Department.

ESSENTIAL FUNCTIONS

1. Provides technical support, training and assistance to staff in County departments on existing personal computer hardware and software applications; answers staff questions in person, via phone, and via email on all County supported applications. Instructs users in the use of equipment, software, and manuals. Identifies and escalates situations requiring urgent attention. Occasionally visit offices to provide in-time assistance in urgent situations.
2. Responds to calls for assistance; captures and documents the details of an issue and troubleshooting steps taken in order to escalate the issue or document the identification and resolution; uses a ticketing system to track and route problems and requests and document solutions; works with Information Systems colleagues to research and document problem resolutions.
3. Maintains system standards; loads and initializes PC software (operating system, networking software, applications software, etc.) tests PCs for correct network operations including access to printers, e-mail, and business applications; instructs users on use of the PC and its access to the network; may be required to unpack, verify contents, and configure new personal computers and setup personal computers based upon an existing client/server model.
4. Provides on-the-job training and orientation to new County staff, and user liaison activities covering basic computer system end-user operations, including but not limited to system sign-on, use of the menu and help systems, Microsoft Office programs, telecommunications, use and troubleshooting of terminals and printers.
5. Participates in the preparation of procedure manuals and documentation for help desk use; conducts periodic user satisfaction surveys and tracks user problem trends; creates reports based on information provided from user surveys and trends; participates in the distribution of network related information to users to include information such as help desk procedures and network handbooks.
6. Maintains accurate reports of malfunctions; provides referrals to Computer Network Technicians when problems occur which are beyond the proficiency of the Help Desk Technician; serves as liaison between County staff and the technology department to resolve issues; tracks the problem until it has been resolved.

This job description indicates, in general, the nature and levels of work, knowledge, skills, abilities, and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required.



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QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

High School Diploma, or equivalent, and at least one (1) year of computer systems experience involving technical support; or an equivalent combination of education and experience that could provide the required knowledge, skills, and abilities. Associates Degree in Information Systems is preferred.

LANGUAGE SKILLS

Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents; respond to common inquiries or complaints from clients, regulatory agencies, or members of the business community; effectively present information to top management, public groups, and/or employees.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume; ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions; interpret an extensive variety of technical instructions in mathematical or diagram form; deal with several abstract and concrete variables.

OTHER KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of networked computer system environments and peripheral device capabilities; advanced knowledge of county supported network applications, operating systems, and other business software applications; hardware and software troubleshooting techniques; County policies and procedures.

Ability to learn and support new applications; use basic tools, equipment and procedures for repairing computers and peripheral devices; use initiative and independent judgment within established procedural guidelines; work independently and as a team member to research and resolve complex technical issues; prioritize multiple tasks, projects and demands; establish and maintain cooperative working relationships with co-workers and other county personnel.

Skills in troubleshooting computer hardware and software applications in a multiple operating system environment; analyzing information technology issues, evaluating alternatives, and making logical recommendations based on findings.

Advanced proficiency level utilizing Microsoft Office applications including Excel, Access, PowerPoint, Word, and Outlook, and the ability to operate other standard office equipment, including telephones, calculators, copiers, FAX machines, etc. is required.

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CERTIFICATES, LICENSES, REGISTRATIONS

Valid Driver's License with an acceptable driving record; MOS (Office 2003) and MCP (Windows XP Pro and Windows Server 2003 Network Environment) certification is required; may be required to obtain additional, specific skill and/or technical certifications.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, sit, and drive; use hands to finger, handle, or feel; reach with hands and arms; talk and hear. The employee occasionally is required to climb, balance and stoop, kneel, crouch, or crawl and must frequently lift and/or carry up to 60 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORKING ENVIRONMENT

Work is performed in an office environment where the physical demands require sitting for extended periods of time; frequent use of computers and standard office equipment; may work under stress of deadlines.

I have read and understand the contents of this Job Description, and I have received a copy of this Job Description for my records.

PRINT NAME: _____

SIGNATURE: _____ **DATE:** _____

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