ITS 2 HELP DESK JOB DESCRIPTION

Job Title: **ITS 2 Help Desk**

Pay Grade: **121**

FLSA: **Non-Exempt**

Job Code: **IS170HD**

Effective Date: **October 2007**

Revision Date: **April 2008**

NATURE OF WORK

Under general supervision, provides first-level technical support functions and training for Lewis County computer system users; troubleshoots and resolves problems and maintains County computer systems, desktops, and peripherals.

ESSENTIAL FUNCTIONS:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Works the day-to-day Help Desk work orders; responds to client inquiries and requests for service.
- Interviews user to collect information about technology problems and technical issues, and leads user through diagnostic procedures to determine source of error.
- Determines whether user problem is caused by hardware, software or operator problems.
- Defines problems, researches and isolates error sources, implements technical solutions to resolve user problems within scope of authority and training.
- Provides technical support, training and assistance to employees; explains IT issues, and deploys solutions according to Department standards, guidelines and procedures; follows up with users to assure the optimal functionality of the users' systems.
- Refers complex problems which are beyond the skills of the IT Specialist to senior technical staff, and tracks the problem until it has been resolved.
- Updates and integrates computers, workstations, network systems, communications equipment and peripherals; installs and configures software upgrades, enhancements and revised functions; verifies functionality, compatibility and performance of IT systems; assures effective communications of IT issues.
- Documents work completed and maintains departmental records; notifies manager and other technicians of unusual problems or problem trends in order to facilitate continued improvement of client services.
- Identifies technical problems which need to be addressed by improved policies and procedures.
- Maintains and enforces all aspects of security and confidentiality of records and information.

Job Title: ITS 2 Help Desk   Job Code: IS170HD

WORKING ENVIRONMENT / PHYSICAL DEMANDS:

Work is performed in a computer laboratory and office environment utilizing computers and peripheral equipment; may occasionally be required to lift up to 20 lbs. Requires vision capacity to perform fine calibrations and differentiate between colored wires.

DISTINGUISHING CHARACTERISTICS:

This is the basic level in the ITS Help Desk job series. Working under general supervision, incumbents have a fundamental knowledge of technical protocols, policies and procedures, and are granted greater levels of independence as further experience is gained.

EMPLOYMENT STANDARDS:

High School Diploma or G.E.D. equivalent; AND two (2) year's technical support experience. Lewis County Government experience is preferred.

Valid Washington State Driver's License is required. Certification as a Microsoft Certified Professional (MCP) is preferred.

KNOWLEDGE AND SKILLS:

Knowledge of:

- County policies and procedures.
- Information Services operations, policies, and procedures.
- Networked computer system environments and peripheral device capabilities.
- Hardware, software and peripheral equipment troubleshooting techniques.
- Technical support principles, processes, and standards.
- MS Office and NT workstation applications, operating systems, and special software applications used in Lewis County.

Skills in:

- Diagnosing and resolving technical problems in a network environment.
- Assessing customer support needs, and implementing effective solutions.
- Solving technical problems involving integrated operating systems and hardware platforms.
- Using basic tools, equipment and procedures for repairing computers and peripheral devices.
- Installing, repairing, and maintaining computer software, hardware, and peripherals in a multiple operating system environment.
- Providing technical support and training to County departments and personnel.
- Establishing and maintaining effective working relationships with co-workers.
- Communicating effectively verbally and in writing.