



ITS 3 – HELP DESK JOB DESCRIPTION

Job Title: ITS 3 – Help Desk

Job Code: IS160

Pay Grade: 124

Effective Date: October 2007

FLSA: Non-Exempt

Revision Date: April 2008

NATURE OF WORK

Under general supervision, provides senior-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.*

- Provides primary technical support to the County Commissioners, Sheriff's Office & Police Departments, E-911 Communications Center, Emergency Management, Radio Services, and Community Development departments; assists with technical support services to other departments and projects as assigned.
- Responds to inquiries and requests for service; coordinates, plans and implements technology projects.
- Assists in the administration and maintenance of assigned County servers and applications, including complex mobile data terminals and secure law enforcement systems; performs and monitors regular back-up functions on LAN servers; assures that disaster recovery data is available.
- Creates local user accounts and system access for e-mail and file shares; monitors utilization trends and backup procedures; manages user accounts, password files and access rights.
- Interviews user to collect information about technology problems and technical issues, and leads user through diagnostic procedures to determine source of 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.
- Assists clients with new technology needs; defines hardware, peripherals, software, communications, and network access requirements; researches technology options and recommends solutions.
- Maintains and enforces all aspects of security and confidentiality of records and information; monitors staff compliance to the security procedures and County policies and guidelines.

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 senior-level in the ITS Help Desk job series. Working under general supervision, incumbents have professional knowledge of County protocols and policies, and work independently to resolve technical problems and technology issues.

EMPLOYMENT STANDARDS:

Associate’s Degree in Information Technology, Computer Science, or a closely related field; AND three (3) year’s technical support experience. Lewis County Government experience is preferred.

Certification as a Microsoft Certified Professional (MCP) and a valid Washington State Driver’s License are required. Microsoft Certified Systems Engineer (MCSE) and Comp-TIA A+ certifications are 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:

- Working independently in a high-pressure environment with changing priorities.
- 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.
- Installing, configuring, testing, operating and maintaining computer and communications systems, peripheral equipment and devices.
- 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.
- Assessing and prioritizing multiple tasks, projects and demands.
- 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.