

# City of Lake City, FL

## Classification Description

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**Classification Title: IT HELP DESK SUPPORT TECHNICIAN Pay Grade: 3**

**Department: IT**

**FLSA Status: Non-Exempt**

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### General Description

This is a technical position, requiring skills necessary to deal with networked personal computers including configuration, troubleshooting/repair, installation, and maintenance. It involves help desk support, customer service, computer equipment inventory, network connectivity, and PC application support.

### Nature of Work

#### Essential Functions:

- Responsible for installation, configuration, diagnosis, repair, maintenance, and upgrade of desktop computers including hardware, application software, operating systems, and peripheral devices
- Responsible for networking PC clients which involves the setup and configuration of network cards, communications software, network protocols, email and internet access
- Maintains Technical Support Help Desk to provide technical support and user assistance on a variety of issues. Responds to telephone calls, email, and personnel requests for technical support
- Maintains a help desk trouble call database to prioritize and monitor reported problems to insure timely resolution
- Assists in implementation of new systems and the associated training as required
- Ensures that PC workstations are set up properly for safe usage
- Provides supervisor with progress/status updates on a regular basis or upon request and ensures supervisor is informed of any scheduling delays or conflicts
- Supervises the requisitioning of all inventory needs, hardware and software packages for the division and provides support to user departments
- Troubleshoot and repair printers
- Tele-Communications hardware and wiring
- Virus and spyware removal and prevention
- Remains cognizant of and works towards department mission and goals.
- Shares tips, techniques, and information with peers.
- Performs other work as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform all duties as assigned.



## KNOWLEDGE, SKILLS, AND ABILITIES

**Equipment:** Uses small office equipment, including copy machines or multi-line telephone systems. Uses computers for word processing and/or accounting purposes. Repairs, develops, or installs telecommunications system. Repair, develop, or install computer hardware or network systems. Repairs, develops, or installs complex software or management information systems.

**Critical Skills/ Expertise:** All employees must possess knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks. The abilities expected of all employees include being able to respond to supervision, guidance and direction of superiors in a positive, receptive manner and in accordance with stated policies, be appropriate groomed and attired so as to present a professional image in accordance with the organization's mission, goals, and policies; report for work promptly and properly prepared at the time and place required by the assignment or orders; notify the appropriate supervisor of intended absences in accordance with stated rules; conform with standards and rules regarding use of accrued time; demonstrate a polite, helpful, courteous, and professional image when engaged in any activity with the public; operate and care for equipment to manufacturer's specifications and/or within the specified parameters and in accordance with policies; demonstrate an understanding, consideration, and respect of cultural, religious, and gender differences when interacting with the public and colleagues. Critical skills/expertise identified for this job include:

- Proficient in desktop computer configuration and network environments with good diagnostic and troubleshooting abilities.
- Familiar with network protocols and network components.
- Experience configuring network client software including Windows 7, Windows 10, and Windows Server.
- Experience in MS Office applications and their integration with other application systems.
- Ability to physically install desktop computers, printers, and other computer equipment throughout City departments.
- Ability to relate instructions and answer questions in non-technical terms to address individuals on their level. Can provide organized and informative direction to users.
- Effectively utilizes time to perform multiple tasks concurrently
- Ability to read and comprehend technical and business material to stay abreast of technology trends and changes.
- Strong organization skills to effectively utilize time to perform multiple tasks concurrently and meet established deadlines.
- Relies on experience and judgment to perform the functions of the job and to plan and accomplish goals.
- Works under general supervision with a certain degree of creativity and latitude expected.
- Ability to learn new methods, procedures, and operations.

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- Ability to communicate effectively, orally and in writing and convey ideas persuasively in a concise, organized, and professional manner.
- Possesses good teamwork skills.

**Minimum Qualifications:** Graduation from an accredited two-year college or technical school with major coursework in computers or related field or has extensive work experience. Industry standard Certifications are preferred. Minimum two years of experience in technical support of desktop computer hardware, software, and networking. An equivalent combination of training and professional experience may substitute for educational requirements. Must have successful background check with the ability to obtain FCIC/NCIC certification.

**ESSENTIAL PHYSICAL SKILLS**

- Sitting, standing, walking, stooping, bending, kneeling, pushing, pulling, reaching, crawling, climbing, handling objects, talking and hearing
- Must possess hand-eye coordination and fine manipulation skills are necessary to operate computers and various office machines
- The employee may occasionally lift/carry and/or move up to 50 pounds
- Employee must have the ability to access, input, and retrieve information from a computer and to sit at a desk and view a display screen for extended periods of time
- Specific vision abilities required by this job include close vision for data entry and reading correspondence, and peripheral vision to be able to greet public as they enter the office

**Environmental Conditions:**

- Works inside in an office environment

SELECTION GUIDELINES: Formal application, rating of education and experience; oral interview and reference check; job related tests might be required. The job description does not constitute an employment agreement with the employer, and requirements of the job may change. By signing below, I am indicating I have read and concur with the above description of my job.

\_\_\_\_\_

Print Name

\_\_\_\_\_

Date

\_\_\_\_\_

Signature

This job description was approved by Council on 11/6/2023 (3 pages)

