



JOB DESCRIPTION

Title	Help Desk Technician	Created	Jan. 2016
Department	Information Systems	Revised	
Job Class	A 14 3	Safety Sensitive	No
Labor Union	AFSCME Local 2746 Courthouse/Roads	FLSA	Non-exempt

Purpose

The help desk is the focal point for Information Systems (IS) and promotes a customer friendly environment. This position provides the first point of contact for our customers by operating the help desk, receiving phone calls, determining the scope of the problem, resolving problems or prioritizing and assigning the problem to the responsible party. The Help Desk Technician has daily contact with IS staff and a wide range of network users to provide technical information and solve problems. This position follows through to ensure the problem has a satisfactory conclusion.

Essential Functions

- Act as a first level problem identification and resolution resource to county LAN users. Provide exceptional internal and external customer service; Greet each call with a friendly genuine attitude; Use listening skills to identify, clarify, define and prioritize county LAN operational and application software problems experienced by users to determine the most effective service delivery opportunity.
- Promote an environment that invites user feedback and suggestions to ensure each problem has a satisfactory resolution.
- Provide basic support for known problems of a routine nature; initiate work orders for IS staff to provide field assistance for issues requiring assistance of a more direct, advanced or time-consuming nature. Remote control user PCs to diagnose and correct reported problems.
- Assist the IS department in tracking and monitoring service delivery efforts; communicate orally and in writing to clients and supervisors, the status of service delivery requests and availability of IS resources.
- Keep supervisor or designees apprised of work progress including present work problems and problem trends; suggest new or more effective ways to address customer service issues when possible.
- Participate in meetings with user departments to facilitate inter-departmental collaboration & communication; including training on existing custom software applications in use within departments. (IE Booking, Incident Reporting, Community Development Permitting, Clerk Records, Elections, Commissioner/Manager Recordings, Assessment & Taxation, Financials)
- Create and maintain documentation related to hardware and software problem solving for each individual system supported.
- Setup, test and install automation equipment including PCs, printers, scanners and related equipment. The focus is to increase the knowledge, skills and abilities for



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network client support.

- Test new hardware and software for integrity and usability; read technical journals and relevant literature to stay current with changes in technology.
- Become familiar with user environments, Microsoft Office Suite, custom software applications, special programs, hardware issues and users type of work. This position must be willing to represent the user point of view to other IS staff.
- Follow all safety rules and procedures established for work areas.

Job Scope:

Operates from established and well-known procedures. Contributes to development of new plans. Provides technical assistance to Clatsop County computer users. Receives supervision from, and work is evaluated by Information Systems Manager.

Mandatory Qualifications

Knowledge of operating and maintaining a variety of network hardware and software applications, including networking essentials and peripheral equipment; knowledge of data processing terminology and methodology; knowledge of modern office procedures; maintain confidentiality; knowledge of practices and methodologies for providing effective customer service.

Ability to identify, coordinate and implement the resolution of computer software and hardware operational problems; ability to establish and maintain cooperative working relationships with individuals from diverse groups and backgrounds; ability to communicate effectively both orally and in writing; ability to quickly learn a variety of computer software applications used by the county.

Two-year college degree in computer information systems or the equivalent knowledge gained through experience and/or education.

Desired Qualifications

One to two years of user support experience including testing and installation of hardware and software products, documenting application software, user instructions, and hardware and software installation procedures; troubleshooting to resolve hardware or software problems; extensive knowledge of specific software packages.

Physical Demands

The ability to occasionally lift 35-40 pounds (i.e., PC's, printers and scanners). The ability to assemble/disassemble network cabling, personal computers and peripherals. Travel between county buildings. Position requires occasional overtime or schedule adjustments in order to perform computer functions when computer systems are not in use.



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Working Conditions

Typical office working environment.

Supervisory Responsibility

None.

THE ABOVE DESCRIPTION COVERS THE MOST SIGNIFICANT DUTIES PERFORMED BUT DOES NOT INCLUDE OTHER OCCASIONAL WORK, THE INCLUSION OF WHICH WOULD BE IN CONFORMITY WITH THE FACTOR DEGREES ASSIGNED TO THIS JOB.