HELP DESK SPECIALIST

Position Code: 2522
WC Code: 9410
FLSA Status: Non-Exempt
Pay Grade: 352
Location: Technology & Innovation
Approval Date: 2019

General Statement of Duties

Provides first level user support for the Technology & Innovation Department Help Desk. Takes and records incoming calls and reports of network events. For more complicated issues, dispatches calls to support groups to resolve problems for users requesting assistance with computers, phones and other IT and Telecommunications equipment.

Distinguishing Features of the Class

Employees in this class support the administration of the Town's computer systems in a variety of ways. Employee comments and responds to open help desk incidents in a timely manner and organizes tickets according to priority, makes O.S. repairs, assists with spyware and virus removal, assists with hardware issues, software issues and generally troubleshoots user needs. Employee updates and maintains company contacts, assists support staff with field work as needed, sets up and operates computer and peripheral machinery for the purpose of providing information to customers. Work is independently performed under the supervision of the Information Technology Director.

Duties and Responsibilities

Receives, logs and prioritizes phone calls and help desk tickets from Town employees requesting information or assistance with computers or phones. Troubleshoots issues and problems, or refers tickets to the next level of support as needed.

Works with the building security system software.

Sets up new PCs and laptops and installs them in end user locations. Reimages and configures laptops.

Orders and configures wireless air cards for laptops.

Writes and updates procedures for Help Desk solutions database.
Sets up computer and phone profiles for new or transferring employees and decommissions access for terminating employees.

Assists with setting up email on IPhone or Android devices. Shows end users how to use device.

Orders software licenses and keeps software up to date.

Notifies employees of planned system maintenance or service interruptions and maintains a service interruption report.

Provides monthly on-call duty.

Assists with fieldwork as requested.

Updates and maintains company contacts.

Trains customers on operating system.

Attends and provides training sessions on new products and procedures.

Provides routine administrative duties including paying bills, reconciling purchasing card statements, and monitoring the budget and expenditures.

Performs other tasks as required.

Performs work during emergency/disaster situations.

Recruitment and Selection Guidelines

Knowledge, Skills and Abilities

Knowledge of computer hardware, software and networking.

Knowledge of general programming techniques, data management principles, and general computer and network operations.

Knowledge of hardware, software and service vendors.

Knowledge of customer service techniques, work monitoring techniques, prioritization techniques and techniques for generating a variety of reports.

Knowledge of various software applications, internet concepts and basic business principles.

Skill in assigning and monitoring work.

Skill in analyzing end-user system and program needs, installing and configuring PCs and printers, creating back-ups of data sources, generating automated reports, monitoring and maintaining system security and configuring systems and software.

Skill and ability to provide excellent customer service.

Skill in running computer system queries, loading data, and preparing and conducting training sessions.

Skill and ability in interpersonal communication with co-workers, customers, management and others. This includes the ability to exchange or convey information and to receive work direction.

Skill and ability to maintain confidentiality of information.

Skill and ability to ask pertinent questions and troubleshoot computer issues and problems.

Physical Requirements

Must be able to perform the physical life functions of reaching, fingering, pushing, pulling, grasping, talking, hearing and repetitive motions.

Must be able to perform light work exerting up to 20 pounds of force occasionally, up to 10 pounds of force frequently and/or constantly.

Must possess the visual acuity to inspect, analyze, and repair computers and other technology.

Minimum Education and Experience

Associate degree from an accredited college or university in Computer Science or a related field and one year of computer troubleshooting and Help Desk experience, or an equivalent combination of education and experience.

Special Requirements

Possession of a valid North Carolina Driver's License