

**POSITION DESCRIPTION
COUNTY OF TIPPECANOE, INDIANA**

POSITION: Service Desk Technician
DEPARTMENT: Department of Information Technology
WORK SCHEDULE: 8:00 a.m. - 4:30 p.m., M-F
JOB CATEGORY: PAT III (Professional, Administrative, & Technological)

DATE WRITTEN: September 1998

STATUS: Full-time

DATE REVISED: May 2002, May 2019

FLSA STATUS: Non-exempt

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Incumbent serves as Service Desk Technician for the Department of Information Technology, responsible for providing technical assistance for microprocessor-based computers and installing and configuring personal computers.

DUTIES:

Receives and responds to calls for assistance with workstations, software, printers, and telephones, including performing diagnostics, identifying problems, making minor repairs, or contacting appropriate vendors for service as needed.

Respond to customer requests by phone and email.

Installs and configures personal computers, and software as needed. Installs wiring as required or voice and data including connecting to local area network.

Provides knowledge, courteous technical support, and training to users in solving problems.

Resolves technical problems with Local Area Networks (LAN), and other systems.

Create step-by-step training material with screenshots for clients.

Create training programs for user education.

Document internal procedures.

Collect feedback to determine patterns and issues such that they can be resolved, or FAQs can be provided to customer to ease in troubleshooting.

Train incoming staff.

Performs related duties as assigned.

I. JOB REQUIREMENTS:

Associate Degree in computer operations, information systems or related area, or equivalent combination of education and experience.

Working knowledge of microprocessor computer systems, telecommunication equipment, network printers, and equipment wiring, and ability to perform routine maintenance, make necessary repairs, install hardware and software, identify and resolve minor hardware and software problems, and provide training and assistance to users.

Ability to properly operate various standard office equipment, computer systems, hardware, and software, including computers, printers, telephones and troubleshooting equipment, Windows Operating Systems, Office 365, and System Center Configuration Manager.

Ability to effectively communicate with co-workers, other County personnel, and vendors, including being sensitive to professional ethics, gender, cultural diversities and disabilities.

Ability to plan and layout assigned work projects, work on several tasks at the same time, and complete assignments effectively amidst frequent distractions and interruptions.

Ability to understand and follow written and oral instructions and work with others in a team environment.

Ability to occasionally work extended, weekend and/or evening hours, and occasionally travel out of town for training, sometimes overnight.

Ability to adapt to ever changing advancements and changes in technology and relay the information to userbase.

II. DIFFICULTY OF WORK:

Incumbent's duties are somewhat restricted in scope but are of substantial intricacy involving several variables and considerations. Incumbent works according to established procedures of the department, exercising judgement in identifying and resolving computer problems, and setting project priorities.

III. RESPONSIBILITY:

Incumbent applies standardized practice in resolving computer problems, discussing unprecedented situations with supervisor as needed. Incumbent receives indirect supervision, with work periodically reviewed for attainment of objectives.

IV. PERSONAL WORK RELATIONSHIPS:

Incumbent maintains frequent contact with co-workers, other County personnel and vendors for purposes of exchanging information and providing training and assistance.

Incumbent reports directly to Service Desk Manager

V. PHYSICAL EFFORT AND WORK ENVIRONMENT:

Incumbent performs duties in a standard office environment involving sitting and walking at will, pushing/pulling/lifting/carrying objects weighing less than 50 pounds, hearing sounds/ communication, close vision, crouching/kneeling, handling/grasping/fingering objects, reaching and bending. Incumbent occasionally works extended, weekend and/or evening hours, and occasionally travels out of town for training, sometimes overnight.

APPLICANT/EMPLOYEE ACKNOWLEDGEMENT

The job description for the position of Service Desk Technician in the Department of Information Technology describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?
Yes _____ No _____

Applicant/Employee signature

Date