CLASS SPECIFICATION FOR:

IT Help Desk Support Specialist I

General Statement of Duties:

Provides basic first line Tier I help desk support to end users in departments Countywide; performs basic installation, configuration, troubleshooting and repair of software and first level of support (Tier I) if a user is having issues and does not have a department technology specialist (DTS) in their department; performs related work as required.

Distinguishing Features of Class:

An employee in this job classification works in the County's centralized IT Department and provides basic first line Tier I technical help and support to end users Countywide; works with end users to ensure proper computer, peripheral and wireless device operation so that end users can accomplish business tasks and support customers; and responds to routine requests for break/fix support, password resets; how to questions and users' issues with equipment, standard business software, office automation software, current commercial off the shelf (COTS) products, current enterprise software used in various departments Countywide, related peripherals, wireless devices, phones, connectivity issues, etc. Non-routine issues are referred to more senior Help Desk Specialists for Tier II and Tier III support or to IT Manager to handle as needed. Work is performed under the direction of IT Manager.

Examples of Assigned Duties (*illustrative of the types and scope of duties and responsibilities assigned to positions in this class*):

- Routinely performs basic Tier I support which includes understanding the problem, confirming whether or not the configurations are correctly set-up and/or defined, isolating and deciphering the problem, diagnosing the problem, and providing solutions to the problem, which may include implementing the solution or elevating the problem and assisting with providing/ implementing the approved solution
- Provides basic first line Tier I support to end users in departments Countywide to ensure proper computer, peripheral and wireless device operation so that end users can accomplish business tasks and support customers;
- Provides routine first line Tier I technical support to maintain and support computers and wireless equipment, applications, software and related peripherals Countywide;
- Performs basic installation, configuration, troubleshooting and repair of software and first level of support (Tier I) if a user is having issues and does not have a department technology specialist (DTS) in their department
- Responds to routine requests via Help Desk call in and work order system for break/fix; password resets; how to use and users' basic issues with equipment, common business software, office automation software, related peripherals, wireless devices, phones, connectivity issues, etc.;
- Responds to routine requests via Help Desk call in and work order system for current standard office software, help desk specific software, commercial off the shelf software and enterprise software
- Completes assigned work orders with minimal oversight/direction;
- Performs personal computer, network/telecommunications systems, and wireless technology troubleshooting, both on software and hardware problems;
- Works with more senior Help Desk Specialists (Tier II and III) to resolve non-routine issues, may include referring non-routine issues to IT Manager or more senior Help Desk Specialists (Tier II and III) for resolution;
- Manages network accounts using network management tools such as Active Directory which includes creating, editing, deleting, moving accounts and basic troubleshooting and issue resolution related to access rights;
- Checks for computer viruses and eliminates viruses and restores secure computer functioning;
- Creates and maintains accurate documentation, paper and electronic records including current work order system;
- Maintains a current working knowledge of hardware, software, related peripherals, phones and wireless devices issued and used by the County;
- Attends all scheduled training and meetings;
- Performs other duties as assigned.

Required Knowledge, Skills and Abilities:

Requires basic knowledge of personal computer, telecommunications, network and systems architecture and equipment as well as common business software, applications, peripherals and office equipment; requires basic working knowledge of wireless devices and related equipment including tables/iPads and cell phones; requires basic

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G.B.F.0052
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NOTE: This is a class specification and not an individualized position description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification and is not intended to describe and does not necessarily list the essential job functions for a specific position in a job classification.

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CLASS SPECIFICATION FOR:

IT Help Desk Support Specialist I

knowledge of current software applications; installation and configurations on personal computers used Countywide in multiple or all departments; strong computer skills with good problem solving/troubleshooting skills and the demonstrated ability to synthesize data provided by end users, identify technical issues, identify and implement appropriate resolution to solve a variety of technical issues with computer hardware, applications and software as well as related peripherals and wireless communications; excellent interpersonal and communication skills with the ability to communicate technical information to non-technical audiences in user friendly language; ability to express ideas clearly and concisely, orally and in writing; excellent interpersonal and communication skills with the ability to partner effectively and establish and maintain a good working relationship with IT staff and County staff; strong computer skills with ability to proficiently use computer and typical business software and applications as well as related peripherals and wireless devices; physical condition that permits the activities necessary in and inherent to the assigned duties which may include lifting, carrying, moving, installing, repairing a wide variety of computers, related equipment and peripherals, office equipment, and wireless technologies; personal accountability including teamwork and establishing and maintaining positive relationships with IT staff and department staff Countywide; ability to work independently and recognize when to elevate issues for guidance or resolution; excellent customer service skills; tact; and courtesy. Must be able to positively and appropriately represent the County and IT Department with end users in various department Countywide. May occasionally require ability to work a flexible schedule or work at various locations Countywide as needed.

Minimum Education and Experience:

Education: Graduation from high school/GED including completion of some relevant coursework at the high school level;

Experience: One (1) year of relevant experience;

OR: Any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

Additional Requirements:

NOTE: Effective 4/1/2009 County Ordinance 1128 requires a criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.

NOTE: All employees are required to successfully complete National Incident Management System (NIMS) Incident Command System (ICS) 700 (Introduction) training. Successful completion of additional NIMS ICS training courses may be required based on the job classification, level of responsibility, and department. Please refer to Fire's Intranet site for a list of NIMS ICS requirements by job classification.

- May require a valid driver's license to provide support at various locations Countywide.

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