



HUMAN RESOURCES DEPARTMENT City of San Luis

IT HELP DESK TECHNICIAN

DEFINITION:

Under general supervision, provides tier 1 level support for City of San Luis end users. As first-level contact for support, receives requests for access, repairs, or maintenance; provides support analyzing and troubleshooting problems, and repairing computer systems, hardware, computer peripherals and printers. Documents, maintains, upgrades, or replaces hardware and software systems.

DUTIES AND RESPONSIBILITIES:

The duties listed below represent the various types of work that may be performed. The omission of specific statements of duties does not exclude them if the work is related or a logical assignment to this class.

- Supports information systems by providing first contact help desk assistance to enterprise computer users; works with users to troubleshoot and resolve application and network support issues.
- Receives user requests for resetting passwords, hardware configurations, resolving user software problems and escalating issues to higher level specialists as needed.
- Determines sources of concern, making recommendations for improvement, maintaining up to date knowledge of systems, and keeping proper documentation and logs of all requests and actions.
- Performs server checks daily to verify that critical servers are fully functional. Notifies appropriate IT staff members if server problems exist.
- Updates active directories, internal company phonebook, and IT On Call notification system database.
- Performs the installation of a new software or upgrades of existing software; conducts regular checks and preventative maintenance of personal computer and related systems.
- Maintains helpdesk ticket reporting system by creating, closing, and routing tickets to appropriate technician.
- Utilizes remote desktop applications and tools to provide remote assistance.
- Maintains Cellphone service account to process cellular service requests from City employees.
- Follows up with end users and IT staff to ensure issues are resolved in a timely manner.
- Performs administrative duties for the department such as requesting quotes from vendors, following up with vendors, receiving and submitting paperwork to contractors.
- Processes requisitions for the IT department and keeps track of open Purchase Orders.
- Ensures IT purchases arrive and payment to vendors are submitted accordingly.
- Performs related duties as required.

MINIMUM QUALIFICATIONS:



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Associates degree in a Computer Science field or GED/ High School Diploma and (2+) years of experience of technical support of personal computers, networks, and workstation troubleshooting. A+ certification or equivalent combination of education and experience will be considered.

Knowledge of:

- MS Office (Word, Excel, and Outlook), Internet and utilities.
- Anti-virus, malware, encryption, and other relevant to help desk support applications.
- Troubleshooting and maintenance of computer software and hardware.
- Security and privacy technologies, technological trends and developments, and user appropriate security controls and methods.

Ability to:

- Ability to understand virtual networking technologies in virtualization environments such as Cloud, HyperV, and VMWare.
- Ability to work in a secured environment with confidential information.
- Support and train end-users to operate computer systems, use networks, and solve or report immediate problems.
- Ability to exercise sound judgment, plan, and coordinate work, prioritize service requests, and document problems.
- Ability to communicate effectively both orally and in writing.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

- Work is performed in a standard office environment.
- Ability to lift up to 50 lbs.