



BOONE COUNTY JOB DESCRIPTION

JOB TITLE: <u>Helpdesk Technician II</u>	NEW: <u> </u> <small>(Please check one)</small>	REVISED: <u>X</u>
REPORTS TO: <u>Supervisor, Systems Analysis</u>	FLSA: <u>Non-Exempt</u>	DATE: <u>08/2019</u>
DEPARTMENT: <u>Information Technology</u>	JOB CODE: <u>202</u>	

SUMMARY:

With general supervision, provides computer operation support by responding to all helpdesk requests and follows up for resolution and reporting in the department's helpdesk software tool.

ESSENTIAL FUNCTIONS:

*Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is **not** a comprehensive listing of all functions and tasks performed by incumbents of this class.*

Responds to all helpdesk requests (calls, e-mails, and in-person). Provides central point of contact for customers and users to report all support and problem tracking issues. Provides consulting, technical support and problem tracking via telephone, e-mail and in-person for the installation, configuration, use and troubleshooting of various personal computer systems. Documents specific information from users to identify specific problems and documents specific resolutions in the knowledge database. Monitors all helpdesk requests using the IT's helpdesk software tools. Coordinates support and implementation issues between IT and customers. Ensures that all helpdesk requests are being responded to in a timely manner, and that all proper resources are assigned. Assists in keeping the status of all open helpdesk work orders up-to-date. Installs, modifies, upgrades and makes minor repairs to personal computers; network hardware such as servers, routers and switches; and system operating software.

Provides technical assistance, training and support to all system users. Assists with the roll-out of internal IT and county-wide technology projects and upgrades. Provides backup for the PC/Network Support Analyst whenever needed. Assists with personal computer and network administration.

Monitors AS/400 and network communication statuses and either fixes problems or reports them to the vendor or other internal IT staff. Coordinates daily, nightly and other regular print jobs including running and monitoring the jobs for operator messages, proper form loading, quality control, organizing and placing output in proper area – plus assisting users who visit the printer room to pick up their reports. Responds to printer messages. Runs other AS/400 or file server jobs according to documented standard operating procedures as needed by the programming staff and coordinated through the Programming Supervisor, or as needed by PC/Technical Support Analyst.

Rotates backup tapes in file servers and AS/400, and coordinates the packaging and transport of backup tapes for off-site storage. Maintains all personal computer software and hardware inventories, and reports regularly on installed and unauthorized software on personal computers. Collects and assists with the maintenance of documentation for operations support.

KNOWLEDGE AND SKILL:

1. Knowledge of the principles and practices of computer science.
2. Considerable knowledge of personal computers, printers and peripherals.
3. Knowledge of AS/400 computer operations.
4. Knowledge of the operation and maintenance of network computer equipment including file servers, routers, hubs, switches, etc.
5. Considerable knowledge of the operation, maintenance and administration of a Novell network and GroupWise e-mail.
6. Current Comp TIA A+ certification or ability to obtain certification within six months.
7. Knowledge of Boone County policies and procedures.
8. Skill in planning, organizing and managing projects.
9. Skill in communicating orally and in writing, and in establishing and maintaining cooperative working relationships with other departments and the public.

PHYSICAL DEMANDS:

The majority of work is performed in a professional office setting and is generally sedentary. Must possess vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.

Position requires CONTINUOUS sitting, upward and downward flexion of neck; fine finger dexterity and light to moderate finger pressure to manipulate keyboard, equipment controls, and other office equipment; pinch grasp to manipulate writing utensils. FREQUENT side-to-side turning of neck, walking, standing, bending and stooping, pushing/pulling, twisting at waist, moderate wrist torque to twist equipment knobs and dials; lifting objects weighing up to 25 lbs. from below waist to above shoulders and transporting distances up to 50 yards. OCCASIONAL squatting, kneeling, reaching above and at shoulder height, moderate grasping to manipulate objects; lifting objects weighing 20-35 lbs. from below waist to above shoulders and transporting distances up to 50 feet.

MINIMUM QUALIFICATIONS:

Two year technical degree in computer science or a related field and three years of experience in one or more of the following: the operation and maintenance of personal computers, printers and peripherals; the operation of a helpdesk; the operation of an AS/400 computer; the operation and maintenance of network computer equipment including file servers, routers, hubs, switches, etc.; the operation, maintenance and administration of a Novell network and GroupWise e-mail. **OR** An additional two years' experience in one or more of the above mentioned areas in lieu of the two year technical degree.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.