

## HELP DESK TECHNICIAN (Part-Time)

**Incumbent:** Vacant  
**Classification:** Unclassified  
**FLSA Status:** Non-Exempt  
**Pay Range:** Per Permanent Part-Time Ordinance  
**Department:** Information Technology  
**Reports To:** Chief Information Officer  
**Supervises/  
Oversees:** n/a

### **NATURE OF WORK** (narrative)

Under the general supervision of the Chief Information Officer, this position serves as a primary point of contact for end-users to receive support and maintenance within the City's desktop and related computing environment. This includes installing, diagnosing, repairing, maintaining, and upgrading all PC hardware and equipment, in a primarily Microsoft Windows-based environment to ensure optimal workstation performance. This position is also responsible for troubleshooting problem areas (in person, by telephone, or via email) in a timely and accurate fashion, and providing end-user assistance when required.

### **ESSENTIAL FUNCTIONS**

1. Perform on-site analysis, diagnosis, and resolution of complex desktop problems for end-users, and recommend and implement corrective solutions, including off-site repair for remote users as needed.
2. Install, configure, test, maintain, monitor, and troubleshoot end-user workstations and related hardware and software in order to deliver required desktop service levels.
3. Collaborate with Network and Systems Administrator and Project Coordinator to ensure efficient operation of the desktop computing environment.
4. Administer and resolve issues with associated end-user workstation networking software products, where needed.

### **ILLUSTRATIVE EXAMPLES OF WORK**

- Assess the need for and implement performance upgrades to PC boxes, including but not limited to the installation of CPUs, I/O and NIC cards, hard disks, ribbon cables, hard drives, RAM, memory chips, CD-ROMs.
- Receive and respond to incoming calls, e-mails, and/or work order production system regarding desktop and minor telephone system problems.
- Assist in preparing, maintaining, and upholding procedures for logging, reporting, and statistically monitoring desktop operations.
- Maintain an inventory of all monitors, keyboards, hard drives, modems, network cards, and other components and equipment.
- Accurately document instances of desktop equipment or component failure, repair, installation and removal.
- Assist in developing long-term strategies and capacity planning for meeting future desktop hardware needs.
- Assist in management of backup operations.
- Performs other related duties as required.

### **SKILLS**

- Skilled in hands-on hardware troubleshooting experience.

- Skilled in effective interpersonal and relationship-building skills; must possess strong customer-service orientation.
- Skilled in communicating effectively, both verbally and in writing.

## **KNOWLEDGE**

- Excellent technical knowledge of desktop hardware and software, including Windows XP, Windows Vista, and Microsoft Office applications.
- Excellent technical knowledge of PC internal components.
- Knowledge of, and experience using programming languages such as Visual Basic and other .Net languages and web programming.

## **ABILITIES**

- Hearing and speaking ability sufficient to communicate with other individuals in person and over the telephone.
- Ability to operate tools, components, and peripheral accessories.
- Able to read and understand technical manuals, procedural documentation, and OEM guides.
- Ability to conduct research into PC issues and products as required.
- Ability to present ideas in user-friendly language.
- Ability to work independently within established guidelines.
- Ability to lift and transport heavy to moderately heavy objects, such as computers and peripherals on a regular basis.
- Ability to sit continuously at a computer terminal for extended periods.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, hand and power tools, and to handle other computer components.

## **REQUIRED TRAINING, EXPERIENCE, AND QUALIFICATIONS**

1. Any combination of training and experience which will indicate the possession of the skills, knowledge and abilities listed above.
2. Possession of a high school diploma or equivalent.
3. Two (2) years of relevant work experience.
4. A+, Network+, MCP Certification not required but a plus.
5. Valid Ohio driver's license.
6. Ability to satisfactorily pass a thorough background check.

The class specification which appears above is intended to be sufficient merely to identify the class and be illustrative of the kinds of duties that may be assigned to the position allocated to the class and should not be interpreted to describe all of the duties which may be required of employees holding a position assigned to this class.

*The City of Delaware is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act (ADA) and the Americans with Disabilities Act Amendment Act (ADAAA) the City of Delaware will provide reasonable accommodations, upon reasonable request, to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.*

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