

HELP DESK TECHNICIAN - 1107

General Definition of Work:

Performs difficult skilled technical work assisting users of communications, office automation software and hardware who are experiencing procedural or operating difficulty with the use of information technology applications, products or services. The Help Desk serves as the single point of contact for all information technology questions, issues or services. Work is performed under general supervision.

FLSA: non-exempt

Essential Functions:

- **Providing support for all information technology products and services.**
- **Receiving information technology help calls from a variety of users utilizing Cabarrus County information technology products including County employees, other local government employees, and citizens.**
- **Answering questions, troubleshooting, teaching or instructing customers regarding software or hardware functionality.**
- **Troubleshooting, diagnosing, analyzing and solving software, hardware and telecommunication problems. Resolves level 1 work orders and escalates complex and/or high priority problems to the appropriate support groups for resolution.**
- **Providing training and instructions to users.**
- **Installing, configuring, test, maintaining, and monitoring and end user workstation and software.**

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

Typical Tasks:

- Records required customer and problem information in the Ticket System. Updates tickets with appropriate detailed entries of activities, and closes tickets with resolution entered upon completion of the job.
- Verifies that suggested solutions effectively resolve the users' problems through verbal or email/Lync follow up.
- Answers, evaluates and prioritizes incoming telephone, voice mail, e-mail and in-person requests for assistance from users experiencing problems with hardware, software, networking and other computer-related technologies.
- Interviews user to collect information about problem and leads user through diagnostic procedures to determine source of error.
- Determines whether problem is caused by hardware such as modem, printer, cables or telephone.
- Handles problem identification, research, isolation, resolution and follow-up for routine user problems, referring more complex problems to supervisor or technical staff.
- Prepares standard statistical reports, such as help desk incident reports.
- Calls software and hardware vendors to request service regarding defective products.
- Develops training materials such as exercises and visual displays.
- Performs related tasks as required.

Knowledge, Skills and Abilities:

Thorough knowledge of the operation, uses and capabilities of personal computers and peripheral equipment; thorough knowledge of personal computer software systems and their capabilities; thorough knowledge of general office practices and equipment; thorough knowledge of the operation, uses and capabilities of MS Office suite, Internet software, MS Exchange, database software and Windows 7 and NT operating environments.; ability to understand and carry out written and oral instructions; ability to analyze software programs and program adjustments; ability to train users of office automation hardware and software systems; ability to establish and maintain effective working relationships with the staffs of user departments and associates; and ability to attend work regularly.

Education and Experience:

Requires graduation from an accredited community college with major course work in management information systems or related field and considerable experience in the operation of data processing equipment. An equivalent combination of education and experience may be considered.

Physical Requirements:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires reaching, fingering, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to

perceive information at normal spoken word levels; visual acuity is required for operation of machines, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

Special Requirements:

May require possession of an appropriate driver's license valid in the state of North Carolina.

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