



JOB DESCRIPTION

ORGANIZATION: City of Lebanon	LOCATION: Lebanon, OR
DEPARTMENT: Information Technology	DATE: June 2021
JOB TITLE: Help Desk Support	JOB STATUS: Non-Exempt
SALARY GRADE: AFSCME 6	FLSA Exempt: No

PURPOSE OF POSITION: Help end users use IT hardware and software by answering phones for IT Department and providing technical assistance with the various computer hardware and software systems. Keep IT work areas and server closets orderly and ensure inventory is accounted for. Coordinate with other department staff.

ESSENTIAL JOB FUNCTIONS/DUTIES & RESPONSIBILITIES: *The duties listed below include, but are not limited to, the various types of work that may be performed by individuals in this classification. Any of the following duties may be performed. All employees are expected to maintain job proficiency by completing relevant position specific training, and pursuing available and approved professional development opportunities; maintain work area in a clean and orderly manner; maintain regular job attendance and adherence to working hours; follow all City policies; follow all established safety rules and procedures.*

1. Respond to general questions, concerns, and service complaints received both in person, via email, and over the telephone in a helpful, courteous, and friendly manner.
2. Troubleshoot client logins.
3. Contact vendor technical support or senior department support as necessary.
4. Track warranties and inventory.
5. Use ticketing system to document and update outstanding support tickets.
6. Submit weekly status reports.
7. Provide technical assistance for questions and problems.
8. Keep IT area and storage site organized and maintained.
9. Dispose of equipment and systems as directed, while adhering to policy.
10. Assist in management of phone lines and cellular plans as directed.
11. Update battery backups and deliver computers and other equipment to City departments and users as needed.
12. Install, modify, and repair hardware and accessories for users.
13. Manage adding and removing users, security, and email accounts.
14. Other IT related duties as needed and assigned.

JOB TITLE – Help Desk Support

MANDATORY QUALIFICATIONS:

Education & Experience:

1. High school diploma or equivalent, AND
2. At least an Associate degree in Computer Science, Networking, OR any satisfactory combination of experience and training which demonstrates relevant certifications (CompTIA A+, Network+, MSCA, etc.), knowledge, skills, and abilities to perform the above duties.

Licenses & Certificates:

1. Possess and maintain a valid Oregon operator driver license with acceptable driving record within 30 days of hire
2. Possession of, or the ability to obtain and maintain CJIS security clearance within three (3) months of employment.

DESIRABLE QUALIFICATIONS:

1. Bachelor's degree or higher in computer science or networking is desirable.
2. Applicable computer related certifications are desirable.

KNOWLEDGE, SKILLS, AND ABILITIES:

The qualities below reflect the working dynamic of the position.

Knowledge of:

1. Windows operating systems.
2. Printers and copiers.
3. Networking.
4. Cloud software.
5. 0365.
6. Mobile devices.
7. Trouble ticketing systems.
8. TCP/IP.
9. Outlook.
10. Excel.
11. Databases.

Skill in:

1. Working well in a team-centered environment.
2. Ability to talk on the phone and communicate with genuine interest and patience.
3. Organizing workflow and efficiency in the execution of assigned tasks.
4. Following verbal and written instructions.

JOB TITLE – Help Desk Support

5. Strong typing and writing skills.

Ability to:

1. Communicate orally and in writing in a clear and concise manner.
2. Follow complex processes and rapidly adapt to change.
3. Establish and maintain effective and respectful working relationships with peers and supervisors.
4. Handle stressful situations in a professional manner.
5. Proficiently and effectively read, speak, and write the English language.
6. Willing to be trained and have the aptitude for, and interest in, new technology as it comes available.
7. Exercise sound judgment when initiating processes, actions, and alternatives with established procedures and regulations.
8. Maintain confidentiality of documents, materials, and information.

PHYSICAL DEMANDS OF POSITION: *The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this classification. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

1. Position requires mobility, often requiring the employee to sit, stand, walk, climb, stoop, kneel, reach, and manipulate objects, tools or controls.
2. Duties involve moving materials weighing up to 5 pounds on a regular basis and may infrequently require moving materials weighing up to 60 pounds.
3. Manual dexterity and coordination are required over 50% of the work period while operating equipment such as computer keyboard, calculator, and standard office equipment.

WORKING CONDITIONS: Usual office working conditions, with the noise level in the work area typical of most office environments with telephones, personal interruptions, and background noise.

SUPERVISORY RESPONSIBILITIES: Supervision is not a typical function assigned to this position.

SUPERVISION RECEIVED: Works under the direction of the IT Director or designee.


Approved by City Manager

6/14/2021
June 2021