



JOB DESCRIPTION

<u>Job Title:</u>	Desktop Support Technician (part-time)
<u>Department:</u>	Public Works
<u>Reports To:</u>	Senior Information Systems Administrator
<u>Overtime Classification:</u>	Non-Exempt
<u>Date:</u>	Rev. September 2016

Definition:

Responsible for reviewing, commenting on, and replying to computer-related inquiries as a first level of support for the customer. Provide ender user problem resolution by guiding the user or fixing existing problems until the problematic issue is resolved. If the problem persists, the Desktop Support Technician may suggest a viable work-around for the user.

This is a part-time (up to 20 hours per week) position which is FLSA-covered and eligible for overtime compensation. It is suitable for either a student intern or any qualifying individual seeking a temporary part-time position of limited duration.

Supervision:

Work under the direct supervision of the Senior Information Systems Administrator.

Essential Job Functions:

- Identify, troubleshoot, and resolve or assist in resolving user issues and problems.
- Install and configure desktops, laptops, PDAs, peripherals, or other computing devices.
- Update hardware/software for desktop systems
- Research new software/hardware to be used at the desktop level.
- Perform updates, additional and changes to the city's telephone/voicemail systems, as required.
- Document and publish troubleshooting and self-help procedures to the self-help online knowledge base.
- Open, close and escalate work orders through the help desk management system.
- Maintain and accurate inventory of computer equipment and software through the inventory management system.
- Create training documentation and provide training on the software used at the desktop level.

- Perform daily monitoring of event logs related to desktop systems (including antivirus, security, computer health, etc.).
- Other duties of a similar nature and scope, as assigned.
- Driving is essential to perform job functions (see special requirements).

Non-Essential Job Functions:

- All functions listed above are essential to the necessary and successful performance of this position.

Qualifications:

Knowledge of:

- Operation and configuration of workstation computer hardware, software, and related data communication systems, including Microsoft Office (Professional edition) applications.
- A wide variety of computer, network, and server application programs.
- Familiarity with local and wide area network systems.
- Data and voice communication concepts, methods and security issues.

Ability to:

- Perform routine completely, accurately and consistently.
- Establish and maintain effective working relationships with employees, vendors and contractors.
- Communicate effectively, both orally and in writing.
- Identify, diagnose and effectively resolve problems related to computer hardware and software use and network applications.
- Learn and apply technical procedures and applications.
- Lift up to 50 pounds.

Education and Experience:

Minimum Criteria:

College-level coursework in a computer or technology-related field. High School Diploma or GED could substitute with appropriate exposure/experience in the field. Any combination of education, training and experience to provide sufficient evidence of the successful performance of the essential elements of the job may be considered.

Special Requirements:

- Possession of a valid Washington State driver’s license.
- Satisfactory results from a national criminal background check and driving record check.
- Proper documentation to fulfill the requirements of the Immigration and Nationality Act within three (3) days of employment is a condition of employment with the City of Covington.

Physical Demands and Work Environment:

- **Constant Demands:** Sitting, standing, walking, talking, hearing, seeing, writing.
- **Frequent Demands:** Driving, climbing, balancing, stooping, kneeling, crawling, pushing, pulling, feeling, reaching, lifting, grasping, lifting objects up to 50 pounds, twisting above the waist and reaching (knees to shoulder and above shoulder), bending at waist, repetitive hand and arm motion, and fine finger manipulation in the use of a computer.
- **Work Environment:** Office setting, normally with low to moderate noise levels.