



# NATRONA COUNTY JOB DESCRIPTION

<b>TITLE:</b> Help Desk Technician	<b>EMPLOYMENT STATUS:</b> <div style="border: 1px solid black; padding: 2px; display: inline-block;">AT-WILL EMPLOYEE</div>  <b>Exempt / Salary Employee</b>  40 hours a week
<b>DEPARTMENT:</b> Information Technology	
<b>SUPERVISOR:</b> IT Director	
Revised: October 2021 THIS JOB DESCRIPTION MAY BE CHANGED WITHOUT PRIOR NOTICE.	

## SUMMARY:

The Help Desk Technician is primarily responsible for overseeing and coordinating helpdesk operations and providing technical support to maintain, install, troubleshoot and upgrade desktop workstations, software applications, and related peripherals. The Help Desk Technician is the first level of user support of the Natrona County Information Technology systems under the direction of the IT Director.

## ESSENTIAL FUNCTIONS:

1. Primarily responsible for overseeing and coordinating helpdesk operations. Responds to incoming requests to ensure users are provided with timely and effective technical support.
2. Assigns helpdesk monitoring to another staff member when absent.
3. Provides technical support to end-users by responding to questions regarding hardware and software malfunctions.
4. Installs and troubleshoots printers and other peripherals; resolves connectivity issues.
5. Installs and replaces standard PC components such as RAM and hard drives.
6. Establishes database and network connections.
7. Prepares and configures workstations including transferring files, installing software, and testing compatibility.
8. Coordinates technical support with vendors for installations, repairs and/or maintenance issues.
9. Trains users on application software, hardware, network and internet use.
10. Trains and assists users on remote meeting software such as GoToMeeting or Zoom.
11. Supports the County's audiovisual equipment, YouTube streaming software and assists with public meeting setup.
12. Checks system logs and reports errors to the appropriate IT staff member.
13. Follows all County safety and cybersecurity procedures. Reports all accidents/incidents immediately to supervisor.
14. Performs other duties as assigned or required.

## NONESSENTIAL FUNCTIONS:

1. Identifies equipment needs for each assigned project.
2. Promotes effective communication.



# NATRONA COUNTY JOB DESCRIPTION

## PHYSICAL & MENTAL DEMANDS:

1. Positions in this class require: stooping, kneeling, crouching, carrying, climbing, reaching, standing, walking, pushing, pulling, lifting, grasping, talking, hearing, seeing and repetitive motions.
2. Exerts up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently, to lift, carry, push, and pull or otherwise move objects.
3. Frequently sit, walk, and stand in order to complete duties.
4. May be subject to dusts and odors.
5. Work independently with little supervision and exercise initiative and sound judgment.
6. Work as a team member.
7. Represents Natrona County by responding to the public, citizens, its employees, and others in a prompt, professional, and courteous manner while continuously maintaining a positive customer service demeanor.
8. Establish and maintain effective working relationships with other county employees, representatives of other agencies and organizations, and members of the community.
9. Be flexible in assigned jobs or duties on a daily basis.
10. Prioritize and triage work tasks daily.

## EDUCATION AND EXPERIENCE

1. Minimum two years of experience providing information technology support.
2. Associates degree in computer science or a closely related field or an equivalent combination of education and experience.
3. Must be at least 18 years of age.

## LICENSES AND CERTIFICATIONS

1. Valid, unencumbered Wyoming Drivers' License
2. CompTIA A+ certification preferred
3. Microsoft, Network certifications desirable

## KNOWLEDGE AND SKILLS

1. Principles and practices of information technology.
2. Principles of Voice over IP (VoIP) phone systems.
3. Practical experience with Microsoft software and operating systems.
4. Various types of computer hardware and software.
5. Wireless and LAN networks.
6. Installing, configuring, and maintaining various types of computer equipment.
7. Diagnosing and resolving computer hardware and software issues.
8. Assisting with the add, remove and changes related to VoIP phones.
9. Assisting in ensuring the proper functioning of computer and wireless equipment.
10. Essential system administration functions for application software.
11. Establishing and maintaining effective working relationships with others.
12. Professional written and verbal communications skills.