



Job Title: Help Desk Technician

Division: Information Technology

Salary Range: \$42,731.31-\$48,894.56

Job Description: see below

Send resume and cover letter to Human Resources Director Sherry Lewis via email: lewiss@huntingtonwv.gov. Candidates may apply in person at City Hall, HR Office - Room 14, or access the online application via the City of Huntington website: www.cityofhuntington.com. Click on "City Government" and "Employment Opportunities." Applications/resumes will be accepted through the close of business on Friday, September 29, 2023. EOE/M/F/H

HELP DESK TECHNICIAN

Job Category: Administrative
Department: Administration and Finance
Division: Information Technology

Job Code No.: IT-03
Pay Grade: A12
FLSA Status: Nonexempt

NATURE OF WORK

This is a technical position assisting in the implementation and maintenance of personal computers, peripherals, desktops and phones and providing application and technical support. The employee is responsible for management of the IT support queue and assisting senior IT staff with various tasks.

The employee provides support for the City's established Internet facilities through coding and maintenance of PC-based software resources and serves as back-up system operator in providing support. The employee also provides initial technical support to the City's operating software and PC user base. The employee works under the direction of the Information Technology Director.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Configures and installs personal computers, peripherals and phones to City standards.

Analyzes user requests and develops reports to support business needs.

Provides basic operations and backup to the computer system.

Maintains technical procedures and storage room in a manner to support the implementation of equipment.

Manages support ticketing software.

Responsible for the general management of support requests, communication and escalation of support requests and associated tickets.

Responsible for the appropriate disposal of computer equipment in consultation with the IT Director.

Interfaces with vendors for equipment repair.

Participates in the development and modification of computer programs.

Resolves communication problems as needed.

Promotes courtesy and professionalism throughout the City of Huntington.

Other duties as assigned.

MINIMUM QUALIFICATIONS

Graduation from an accredited college or university with an associate degree in computer science or business; minimum of two (2) years of experience in desktop/network support; or any equivalent combination of education and experience.

NECESSARY KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of computer operations (hardware and software) on computer system.

Knowledge of modern methods and techniques of information technology and LAN communications.

Knowledge of the capabilities and requirements of information technology equipment.

Basic knowledge of networking and security.

Working knowledge of Microsoft applications and the Internet.

Skill in the operation of assigned equipment.

Ability to evaluate and manage the progress or success of computerized projects and system implementation.

Ability to communicate effectively, both verbally and in writing.

Ability to handle confidential information in a discreet and professional manner.

Ability to establish and maintain effective working relationships with employees, government officials and the general public.

SPECIAL REQUIREMENTS

Valid driver's license from state in which employee resides.

EQUIPMENT USED

Motor vehicle, telephone, PC, printer, copy machine, fax machine and various hand tools such as screwdriver, crimpers, wrenches, and power drill.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, feel or operate objects and to reach with hands and arms. The employee is frequently required to sit, stand, walk, talk, see, hear and smell.

The employee frequently lifts and/or moves up to 20 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderately quiet.

SUMMARY

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the City of Huntington and the employee and is subject to change by the City as the need arises.