

Champaign County Job Description

Job Title: Desktop Support Technician
Department: Information Technology
Reports To: Information Technology Manager
FLSA Status: Exempt
Grade/Range: G
Approved Date: August, 2009

SUMMARY Provides support for the County's PC and networking needs. These include the installation, testing, repair and troubleshooting of stand-alone PCs, PCs linked to networks, printers and other peripherals. The technician performs technical operational and training support to users using the telephone, one-to-one or remote software.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Installs and tests personal computers, printers, and other peripherals, configures operating system, loads application programs.

Reviews technology incidents to ensure optimized service level is achieved.

Performs hardware and software diagnostics, coordinates needed repairs, resolves computer problems, and participates in the evaluation of system configuration and software.

Identifies and resolves technical issues with hardware, software and work processes. Escalates issues beyond level of expertise to information technology team.

Researches new technologies for possible implementation and makes recommendations based on findings.

Recommends improvements to existing technologies and methods to improve the quality and timeliness of technical support.

Documents issues, status and resolutions using helpdesk application.

Keeps manager, project teams and department customers informed of activities and problems.

SUPERVISORY RESPONSIBILITIES This job has no direct supervisory responsibilities.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION and/or EXPERIENCE Associate's Degree or equivalent from a two-year college or technical school and 1-3 years of experience in government systems design and programming.

LANGUAGE SKILLS Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS as required.

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. While performing the duties of this job, the employee is frequently required to walk; sit; use hands to finger, handle, or feel; and reach with hands and arms. The employee is occasionally required to stand; and talk; or hear. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Normal office conditions. The noise level in the work environment is moderate.