ITS 1 HELP DESK – CASUAL
JOB DESCRIPTION

LEWIS COUNTY
— est. 1845 —

Job Title: **ITS 1 Help Desk - Casual**   Job Code: **1603**

Pay Grade: **115**   Effective Date: **June 2024**

FLSA: **Non-Exempt**   Revision Date: **June 2024**

NATURE OF WORK

Under close supervision, provides basic technical support functions for Lewis County computer systems; assists in troubleshooting to resolve problems and assists with the maintenance of County computer systems, desktops, and peripherals.

ESSENTIAL FUNCTIONS:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Works the day-to-day Help Desk work orders assigned by IT manager and senior technical staff.
- Assists in Interviews user to collect information about technology problems and technical issues and leads user through diagnostic procedures to determine source of error.
- Determines whether user problems are caused by hardware, software or operator problems.
- Defines problems, researches and isolates error sources.
- Aids senior technical staff in implementing technical solutions to resolve user problems.
- Refers complex problems which are beyond the skills of the IT Tech Casual to senior technical staff and tracks the problem until it has been resolved.
- Physically moves and installs hardware including computers, peripherals, and communications equipment.
- Documents work completed and maintains departmental records; notifies manager and other technicians of unusual problems or problem trends in order to facilitate continued improvement of client services.
- Identifies technical problems which need to be addressed by improved policies and procedures.
- Maintains and enforces all aspects of security and confidentiality of records and information.

WORKING ENVIRONMENT / PHYSICAL DEMANDS:

Work is performed in a computer laboratory and office environment utilizing computers and peripheral equipment; may occasionally be required to lift up to 20 lbs. Requires vision capacity to perform fine calibrations and differentiate between colored wires.

DISTINGUISHING CHARACTERISTICS:

This is a casual support position in the ITS Help Desk job series. Working under close supervision, incumbents have basic knowledge of technical protocols, policies and procedures.

EMPLOYMENT STANDARDS:

High School Diploma or G.E.D. equivalent is preferred.

A valid Washington State Driver's License is required.

KNOWLEDGE AND SKILLS:

Knowledge of:

- County policies and procedures.
- Information Services operations, policies, and procedures.
- Hardware, software and peripheral equipment troubleshooting techniques.
- Technical support principles, processes, and standards.

Skills in:

- Baseline diagnosis and the ability to resolve technical problems in a network environment.
- Basic knowledge of technical systems and operations.
- Establishing and maintaining effective working relationships with co-workers.
- Communicating effectively verbally and in writing.