



# Helpdesk Administrator

## Administrative Services – Information Technology

### JOB SUMMARY

Supports the helpdesk function by troubleshooting and resolving hardware and software problems across all city departments.

### MAJOR DUTIES

- Receives, records and responds to help-desk requests from city-wide end-users.
- Troubleshoots and resolves hardware and software problems.
- Prepares new hardware for installation and use.
- Assists end-users with telephone-related problems.
- Maintains records of computer hardware lifecycles; initiates replacement for aging hardware.
- Prepares monthly reports of help requests.
- Restores user files from back-up as needed.
- Manages end-user desktops and laptops.
- Ensures antivirus software is current and properly installed on all desktop and laptop computers.
- Maintains inventory of computer parts and peripherals.
- Performs administrative duties on servers and other equipment.
- Assists in compiling support documentation and standard operating procedures.
- Performs related duties.

### KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of information technology computer systems and software.
- Knowledge of Microsoft operating systems, Microsoft Office, and other Microsoft products.
- Knowledge of computer hardware, software and peripherals.
- Knowledge of third-part software used for dispatching other departments or workers.
- Knowledge of job-related tools and equipment.
- Knowledge of technical documentation procedures.
- Knowledge of networking technologies and hardware.
- Skill in the operation of computers and job-related software programs.
- Skill in the identification and resolution of a wide variety of hardware, software, and computer peripheral problems.
- Skill in the provision of customer services.
- Skill in oral and written communication.

### SUPERVISORY CONTROLS

The Chief Technology Officer assigns work in terms of very general instructions. The supervisor spot-checks completed work for compliance with procedures and the nature and propriety of the final results.

### GUIDELINES

Guidelines include city employee policies, network policy, and technical documentation policy. These guidelines require judgment, selection and interpretation in application.

### **COMPLEXITY/SCOPE OF WORK**

- The work consists of varied help desk support duties. Frequent changes in IT standards and methods contribute to the complexity of the position.
- The purpose of this position is to administer helpdesk support for city end-users. Success in this position contributes to the efficiency and effectiveness of various city operations.

### **CONTACTS**

- Contacts are typically with co-workers, other city employees, vendors, and members of the general public.
- Contacts are typically to provide services, to give or exchange information, or to resolve problems.

### **PHYSICAL DEMANDS/ WORK ENVIRONMENT**

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, walking, bending, crouching or stooping. The employee frequently lifts light and occasionally heavy objects, climbs ladders and uses tools or equipment requiring a high degree of dexterity.
- The work is typically performed in an office, computer room or outdoors, occasionally in cold or inclement weather.

### **SUPERVISORY AND MANAGEMENT RESPONSIBILITY**

None.

### **MINIMUM QUALIFICATIONS**

- Bachelor's degree in a related field and/or sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with two to four years of experience.