



Helpdesk Administrator

Administrative Services – Information Technology

JOB SUMMARY

This position provides helpdesk support for information technology end users 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 Information 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. In lieu of a Bachelor's degree, must have three (3) to five (5) years of directly related experience.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with two to four years of experience.

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