

## **IT Desktop Support Technician Job Description**

### IT Desktop Support Technician

Under the direction of the IT Director and Senior Systems Administrator, this individual is responsible for providing initial or level one technical support to County staff for their various technologic equipment and software; also provides phone support to the public for the various County web applications; and assists the IT staff with various level one support tasks as needed.

### General Duties

1. Provide timely level 1 technical support to County staff under the direction of the IT staff, which includes the following: installing, diagnosing, repairing, maintaining and upgrading workstation operating systems and applications; resetting Microsoft AD user account passwords; installing, troubleshooting, or replacing workstation or other IT related hardware such as printers, scanners, and multi-function copiers.
2. Provides IT support via phone or remote tools to Union County staff.
3. Provides support via phone to public in support of the various County web applications.
4. Research and prepare IT related equipment and software quotes for County staff as requested.
5. Maintain IT equipment and software inventory and support/maintenance renewals.
6. Participate in important IT related projects.
7. Interact with vendor support contacts to resolve technical issues.
8. Extracts data from County databases to prepare real estate or other data requests in support of County staff or as requested by public.

### Required Skills And Qualifications

1. Desktop Support duties require either: a) a two year degree in Computer Science, Information Technology or related technical field; or b) two years of equivalent work experience. A+ certification a plus.
2. Ability to manage and prioritize multiple tasks and responsibilities.
3. Strong communication skills - must be able to communicate technical issues to non-technical audiences in a patient and effective manner.
4. Functional knowledge of the latest Windows operating systems and Microsoft Office product suites.
5. Functional knowledge of workstations, mobile devices, and peripherals.
6. Ability to resolve IT support requests or incidents in an accurate, timely, and efficient manner.

### Desired Additional Skills and Experience

1. Tyler Munis or ERP related application support experience.
2. Data import/export experience.
3. Custom report design experience.
4. Experience with SQL or other databases.