



Job Title:	IT Help Desk Support	Job Code/ Req#:	23-85(6)
Department/Group:	Executive	Pay Range:	\$16.33-\$21.28
Reports to:	Chief Operating Officer	Position Type:	Full Time
Job Category:	Non Exempt - Hourly	Date Created/Revised:	1/26/2023
Filled by:	Vacant	Filled on:	

JOB DESCRIPTION

Reporting to the Chief Operating Officer and in alignment with agency adopted mission and core values, as part of the agencies IT team, this professional supports the day-to-day technical and security needs of agency staff. This responsibility is carried out with an understanding of internal policies and procedures and through providing excellent customer service. Support may be offered in person, via phone or electronic methods.

KEY TASKS

- Supports agency technological operations, including hardware and software maintenance, network security, technology inventory tracking, and website management
- Supports agency phone system and copiers
- Familiar with compliance with federal and state regulations and guidance, grant awards and internal policies and procedures in functional areas
- Supports continuity of operations and disaster plan
- Supports agency's electronic record retention activities to ensure compliance

GENERAL RESPONSIBILITIES

- Troubleshoots and resolves minor technology concerns
- Works with IT Technician to implement projects
- Supports optimal maintenance of agency's technological resources
- Supports network security and compliance
- Follows internal policies and procedures

EXPECTATIONS

- is willing to offer opinions and direction constructively
- is honest, ethical and transparent
- is willing to take on responsibilities and challenges
- is willing to accept criticism and deal calmly and effectively with high stress situations
- is reliable, responsible, dependable, and fulfills obligations
- establishes and maintains personally challenging goals and exerts effort toward mastering tasks
- is careful about detail and thorough in completing work tasks accurately
- reviews work and uses logic to address work-related issues and problems
- keeps up to date technically and applies new knowledge to job
- challenges the status quo
- is creative and thinks of alternative ways to develop new ideas and answers to work-related problems
- is open to change (positive or negative) and considerable variety in the workplace
- values diversity
- values team input
- lives agency's Core Values:
 - Assumes Positive Intent
 - Is (Be) Effective
 - Chooses Responsibility
 - Delivers Excellent Customer Service
 - Embraces Fun
 - Finds the Solution that Best Helps the Child

SALARY SCALE SKILLSET REQUIREMENTS

- Task/Judgement - Performs tasks as assigned within prescribed guidelines- Independence/Expertise- Always seeks management approval for deviation from guidelines
- Service/Initiative - Maintains expected level of quality Service
- Supervision - Not developed in this set
- Agency Growth - Not developed in this set

KEY SKILLS

- Microsoft Office Certifications preferred
- Excellent Microsoft Office skills
- Excellent customer service skills
- Excellent interpersonal, communication and organizational skills

MINIMUM QUALIFICATIONS AND EXPERIENCE

- Associate's Degree in Information Systems or related field from an accredited institution
- Two (2) years experience in technical support role
- Two (2) years experience in customer service role

- Telework requires internet speeds of 4Mbps download/4Mbps upload and working in immediate geographical area
- Reliable transportation, minimum insurance coverage and clean driving record in some roles
- Reliable mobile phone service for technology compliance requirements (multifactor authentication)

OTHER

- Travel: Local, Out of County
- Work Environment: Hybrid - Office/Telework
- Leave Requirement: 5 Day Consecutive
- Supports Continuity of Operations Team
- Deliver agencywide IT related training

PHYSICAL REQUIREMENTS

- Physical demands described are representative; reasonable accommodations may be made to ensure individuals with disabilities to perform essential functions
- Regularly required to stand or sit for long periods of time, walk, use hands and fingers, to handle or feel; reach with hand and arms, climb and/or balance, stoop, kneel, crouch or crawl, talk and hear
- Must regularly lift and/or move up to 20 pounds, occasionally lift and/or move up to 50 pounds with assistance
- Specific vision abilities required by this job may include close vision and ability to focus for long periods of time

WORK ENVIRONMENT

- Work environment characteristics are representative; reasonable accommodations may be made to ensure individuals with disabilities may perform essential functions
- May be exposed to outside weather conditions
- Temperature in the buildings may fluctuate
- Children may be present
- May require overnight travel

Job Description Acknowledgement: I acknowledge receiving a copy of this job description and discussing it fully with my supervisor. By signing below, I agree and understand that I must be able to perform each responsibility set forth above to continue my employment with the organization.

Employee Signature:		Date:	
Supervisor Signature:		Date:	