



JOB DESCRIPTION

DESKTOP SUPPORT TECHNICIAN

Under the direction and supervision of the information technology systems manager, the desktop support technician shall be responsible to:

1. Function as frontline support for the Information Technology Systems Department servicing CDR staff with the installation, configuration, and ongoing usability of desktop computers, peripheral equipment, software, and printers within established standards and guidelines.
2. Work a central help desk and provide first-level support by responding to telephone calls, emails, and personnel requests for technical assistance. Document, track, and monitor the problems/concerns to ensure a timely resolution.
3. Perform field service calls in support of CDR locations throughout the county.
4. Troubleshoot hardware, software, network, and remote connectivity issues.
5. Work with GroupWise, Exchange, Novell, and Windows based file server access.
6. Train CDR staff on the use of hardware, operating systems, and software applications.
7. Stay aware of service problems and take this information to the information technology systems manager and/or analysts.
8. Assist with research, testing, and evaluation of useful new technology directly related to CDR's needs.
9. Assist in developing and refining IT systems guidelines and procedures within the parameters of CDR policies.
10. Establish positive and effective working relationships with all levels of staff, community stakeholders, and the general public.
11. Assist in the preparation and development of management reports.
12. Participate and support agency and program audits as needed.
13. Other duties as assigned.

EMPLOYMENT STANDARDS

Required Education and Experience:

- Minimum high school graduate or equivalent.
- Minimum three (3) years' recent employment experience working with personal computers and related networked environment supporting Windows Desktop Operating Systems and Microsoft Office applications.

Preferred Criteria: Professional certification such as CompTIA, MCP, CNA or degree in computer-related science.

Knowledge and Abilities: Knowledge of modern principles, practices, and techniques of information technology, methods, materials, and equipment used in the installation, maintenance, testing, and repair of communication system, PC's, telecommunication, and peripheral equipment, various network software packages and data processing applications and programs. Ability to work independently and as a team member in a fast-paced environment with ever-changing priorities. Ability to exercise independent judgment, provide effective support for end users, establish positive and effective working relationships between the ITS Department, staff, and the general public, and demonstrate professional, positive, and approachable demeanor and discretion.

Physical Requirements: Ability to safely lift and move items weighing up to 25 pounds and ability to bend and kneel for long periods of time. Ability to work under desks and tables and lift workstations and printers. Ability to effectively use hands and fingers in working with and manipulating various computers and other office equipment.

License or other Requirements: Must possess a valid California driver license and a dependable automobile with minimum appropriate insurance coverage. Must submit to a job pertinent pre-employment agency paid physical examination, negative tuberculosis test and criminal record background checks. Employment is conditional pending satisfactory results of all required tests and background checks. Periodic physical examinations and TB clearances will be required if hired.

Qualified current or former Head Start Parent candidates shall receive priority when filling a Head Start position.