



IT Help Desk Technician

GENERAL OVERVIEW OF POSITION:

The IT Help Desk Technician operates and maintains programs; administers end-user workstations and supports end-user activities; preserves the integrity and confidentiality of customers, clients and their information; provides computer troubleshooting support (software and hardware) for network and personal computers; and provides backup to the IT Support Specialist. This position reports to the IT Manager and is non-exempt.

The person in this class is responsible for operating, maintaining and upgrading existing programs and resolving end-user problems. Work in this class involves working with Manitowoc Public Utilities and City of Manitowoc departments as well as potential new clients. It will involve commuting to those sites at times using your personal vehicle. This employee will be providing support on software packages. The employee may represent Manitowoc Public Utilities at business meetings and seminars. The incumbent must be able to work with users and communicate with them on a non-technical level as well as vendors and consultants on a technical level. The employee will need to work without direct supervision when conditions of operation require their presence outside of regular hours. This position also requires working hours during evenings and weekends (sometimes holidays) to avoid client/user downtime and/or non-productivity.

EXAMPLES OF DUTIES AND RESPONSIBILITIES (Illustrative only):

- Administers end-user workstations and supports end-user activities;
- Handles user trouble calls;
- Investigates user problems and identifies their source, determines possible solutions, tests and implements solutions;
- Installs, configures and maintains personal computers, Windows networks, file servers, network cabling, and other related equipment, devices and systems;
- Adds, maintains, upgrades and configures disk drives, printers and related equipment;
- Installs, upgrades, operates and maintains network programs and software on personal computers while working with users to develop an understanding of such software;
- Sets up new computers and re-formats existing PCs to customers' specifications;
- Creates and updates documentation;
- Trains user's in the use of new programs and forms;
- Researches, recommends, and orders technology and equipment as requested by individuals or departments;
- Reads and reviews manuals for ideas on new and existing programs;
- Perform other duties as assigned.

(Note: The duties listed above are intended as illustrations of the various types of work performed by persons in positions covered by this classification specification. This list is not all inclusive. The omission of a particular job duty does not mean that the duty is not one of the essential functions of the position. Management reserves the right to assign employees in this classification to duties not listed above, if the duties are fairly within the scope of responsibilities applicable to the level of work performed by employees in positions covered by this classification specification.)

REQUIRED EDUCATION, TRAINING AND EXPERIENCE:

- Associate's Degree in an IT-related field from an accredited college;
- Related certifications are a benefit.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to communicate technical information to nontechnical personnel;
- Ability to install, configure and maintain personal computer, networks and related hardware and software;
- Knowledge of computer and/or network security systems, applications, procedures, and techniques;
- Ability to identify and resolve computer system malfunctions and operational problems;
- Skill in organizing resources and establishing priorities;
- Ability to learn and support systems and applications;
- Excellent verbal and written communication skills;
- Additional knowledge considered helpful would include knowledge of the Windows operating system;
- The employee will need to work in a multi-tasking (work on multiple projects at once) environment;
- Knowledge of different PC hardware.

PHYSICAL REQUIREMENTS:

- Ability to perform demanding physical tasks at times such as walking over rough or uneven surfaces, bending, stooping, working in confined spaces and lifting or carrying moderately heavy (up to 50 lb.) items;
- Ability to sit at a desk for extended periods while operating a personal computer.

ENVIRONMENTAL REQUIREMENTS:

- Occasional exposure to adverse environmental conditions.

SENSORY REQUIREMENTS:

- Color, sound, odor, depth, hearing and visual perception and discrimination;

- Good oral communication ability.

OTHER REQUIREMENTS:

- Possession of a valid driver's license and a good driving record;
- May be required to use personal vehicle for use on the job.

Revised and accepted on: January 30, 2018