



Job Title:	Desktop Support Technician
Department:	Seasonal/Administrative
Pay Grade:	306
FLSA Status:	Non-Exempt

JOB DESCRIPTION

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions described herein. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY

This position ensures that the organization's computer systems and local/wide area networks are operating and functioning properly. Work involves identifying and recommending changes to improve system and application software; troubleshooting problems; and working with computer workstations, printers, and network hardware and software. This position also assists and addresses others technical issues related to telephone technical support, PDS set-ups, and security camera installations.

ESSENTIAL JOB FUNCTIONS

- Installs, configures, and tests new equipment to ensure proper functions.
- Educates staff on agency informational technology (IT) systems.
- Consults with staff on IT solutions for business problems.
- Diagnoses system failures/problems; proceeds with corrective action allowing for minimum loss of use.
- Maintains appropriate project records, job completions, and inventory logs.
- Assists the IT area in any related assigned tasks such as building computers and installing network cable.
- Driving to and from different locations within the agency.
- Maintains ink/toner inventory; orders new ink/toner as needed
- Manages VOIP phone system and FOB key access for employees; assigns phone extension to employees.
- Installs, repairs, and troubleshoots surveillance system equipment.
- Manages and troubleshoots employee email system; addresses email security issues.
- Attends to equipment use for special events.
- Performs schedules, preventive maintenance on agency computers.
- Performs upgrades on PC hardware/software (memory, operatin system, application, etc.).
- Performs related duties as directed when such duties are a logical and appropriate assignment to the position.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

- Vocational school or associate degree in a related field.
- One (1) year of related work experience providing end-user technical support and supporting remote access technology including dial-up, DSL, and virtual private networking and supporting printers such as HP LaserJet, DeskJet, and all-in-one printers.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of basic LAN troubleshooting techniques.
- Knowledge of Microsoft computer applications, including Word, PowerPoint, Excel, and Access.
- Knowledge of remote access technology such as dial-up, DSL, and virtual networking.
- Knowledge of computer peripheral equipment such as printers.
- Skill in working with customers.
- Skill in following up on outstanding items.
- Skill in communicating, both verbally and in writing.
- Ability to work as a team member.
- Ability to troubleshoot Windows applications.
- Ability to multi-task while scheduling, performing, and monitoring support projects.
- Ability to quickly assess the business problem and utilize the appropriate skills and resources to resolve problem.
- Ability to see complicated problems through to resolutions.

CERTIFICATION, LICENSE, AND SPECIAL REQUIREMENTS

- A+ Certification.
- Must possess a valid Driver's License to drive an RCRC vehicle, and produce an acceptable 10 year driving record.

PHYSICAL DEMANDS

The work is light work and requires exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force to move objects; work may also require crawling, manual dexterity, grasping, handling, hearing, mental acuity, speaking, standing, talking, visual acuity, and walking.

WORK ENVIRONMENT

Work is typically performed in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.

Richland County Recreation Commission has the right to revise this position description at any time, and does not represent in any way a contract of employment.