



JOB TITLE: DESKTOP SUPPORT LEAD

Department: Technology
Supervisor: Technology Director/System Administrator
Supervision Exercised: Technicians/Support Staff
Exempt Status: Hourly
Benefits Eligibility Status: Eligible
BOCC Approval: 09/23/2025

SUMMARY

The Technology Department Desktop Support Lead, under the general supervision of the Technology Director, provides advanced technical support and leadership for the County's computing, networking, and communication resources. This position serves as the primary point of contact for end-user support, overseeing the helpdesk ticketing system, assigning and monitoring support requests, and ensuring timely and effective resolution.

The Desktop Support Lead is responsible for mentoring team members, identifying opportunities for process improvement, and ensuring end users have the tools, training, and support they need to perform their work efficiently and securely.

ESSENTIAL FUNCTIONS

The essential functions include, but are not limited to, the following duties and responsibilities which are not listed in any particular order of priority and may be amended or added to by the County at any time:

- Act as primary monitor of the ticketing system: triage, assign, and track tickets through closure or escalation.
- Provide advanced troubleshooting and support for hardware, software, networking, and business applications.
- Coordinate installation, configuration, and upgrades of technology resources, including desktops, laptops, printers, telephony, mobile devices, and County-specific applications.
- Maintain detailed records of support activities and contribute to knowledge base documentation.
- Support account management, permissions, and remote access for users.
- Collaborate with vendors and escalate technical issues when needed.
- Assist with moves, adds, and changes of IT equipment.
- Provide end-user training and onboarding for new technology.
- Mentor and support junior technicians, providing training and guidance.
- Ensure timely, customer-focused delivery of IT support services.
- Identify trends in support requests and recommend proactive solutions.
- Assist the Director with planning, evaluating, and implementing technology initiatives.
- Uphold cybersecurity best practices and promote user awareness.

SECONDARY FUNCTIONS

- Performs all other duties as assigned.

JOB SPECIFICATIONS

- Proficiency with Google Workspace, Microsoft 365, and business application support.
- Strong troubleshooting, communication, and organizational skills.
- Knowledge of networking concepts and protocols.
- Ability to manage multiple priorities in a fast-paced environment.
- Project management experience preferred.
- Certifications such as CompTIA A+, Network+, Security+, Microsoft, or ITIL preferred.
- Bachelor’s degree in Information Technology, Computer Science, or equivalent combination of education and experience preferred.
- Valid driver’s license required.
- Ability to maintain confidentiality and exercise sound judgment.

PHYSICAL ABILITIES & WORKING CONDITIONS

Ability to perform the physical activities necessary to complete the essential functions of the job. Requires continual communication (hearing and talking, both in person and over the telephone). Requires good general vision. Most work will occur in an office setting, with occasional field work. Work will also involve frequent interruptions with urgent deadlines. Occasional after-hours work and travel may be required. Must be able to lift to 40 lbs. of IT equipment and perform physical activities related to installation and support.

Disclaimer: This job description is not an employment agreement or contract, and management reserves the right to modify it when necessary.

I have reviewed and agree this Job Description accurately reflects the current responsibilities of my position. I also acknowledge that it will be placed in my Personnel File.

Signature: _____ Date: _____

Please Print Name: _____