



## Bonner County Job Description

**Title: Desktop Support Technician**

**Department:** Technology

**Supervisor:** Director, Technology

**Supervision Exercised:** None

**Job Description Revision:** 7/25/2022

### General Summary

The Desktop Support Technician, under supervision of the , focuses on building, configuring, deploying, and troubleshooting County computing and telephony systems. This position also assists other Technology staff in supporting end users with a wide range of technical activities, applications and systems associated with the County's computing and communication assets and is a point of contact for support of the County's end users. Supported resources include numerous hardware systems, data, voice, a variety of networked devices and business applications. Support services may be via desk side, chat, phone, or remote screen sharing to diagnose and solve computer and application related problems.

### Desktop Support Technician Classifications

**Desktop Support Technician I:** Is the first working level in the Information Technology department. 1 to 2 years of support experience or equal education\certification is preferred.

**Desktop Support Technician II:** This position is differentiated from the Desktop Support Technician I based on factors such as responsibility, complexity, and experience requirements. Ability to work more independently, and lead lower-level Desktop Support as required.

### Essential Functions

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

- Due to the nature of IT functions and day to day client interactions, this position will have access to confidential information. This Information and the confidentiality thereof is of the highest priority and required to be maintained in accordance with all applicable State laws, BC policy and ethical standards. Questions, concerns or possible violations shall be brought forth to the CIO for authenticity and clarification.
- Install, configure, maintain, troubleshoot, and provide support for a wide variety of hardware, including but not limited to laptops, desktops, printing and scanning systems, telephony systems, tablets, cell phones, and their peripherals. This equipment will utilize a variety of operating systems.
- Install, configure, maintain, troubleshoot, and provide support for a wide variety of software and applications including but not limited to business applications, G Suite, O365 and various enterprise applications.
- Perform departmental moves, adds, upgrades and changes.
- Provide helpdesk technical support utilizing help desk ticketing system to work, track and log all support incidents and provide status updates to the end users spanning multiple departments and sites in a timely and effective manner while adhering to applicable SLAs.
- Assist Technology team to support and maintain basic network resources, consisting of applicable desktop LAN/WAN systems, including but not limited to computers, copiers, printers, VoIP, mobile devices, FAX, cabling etc. This includes both wireless and direct connection network technologies.
- Configure MS Windows based computers through combination of imaging and installation processes.
- Establish a positive working relationship and provide exceptional customer service to the end user community.

- Work with senior support staff as necessary to establish escalation paths for complex issues.
- Maintain inventory of all IT assets including recording of the necessary data (serial number, location etc.)
- Participate in on-call support rotation with after hours, weekend and holiday coverage responsibilities.
- Occasional after hours work as needed.
- Other duties as assigned.

### **Specifications**

- Be passionate about providing quality customer service and contributing to team success.
- High School Diploma or equivalent.
- 1-2 years of related work experience in desktop support in a corporate environment.
- A.S. degree or equivalent combination of work and experience in computer science or related field preferred.
- Sufficient combination of education, knowledge, skills and abilities to perform the essential functions of the job.
- Proficient in use of personal computers, associated peripherals and the hardware and software configuration thereof. This includes MS OS environments with ability to build, install, maintain, update and troubleshoot.
- Experience with business applications GSuite (including Gmail, Google Docs, and Google Calendar) and O365 (including Word, Excel, PowerPoint, and Outlook).
- Knowledge of basic network principles and protocols (wired and wireless) or desire to learn.
- Excellent oral, written, listening, analytical, communication, and troubleshooting skills. Ability to effectively present information and respond to questions in one-on-one situations and from groups of managers, clients, customers, and the general public.
- Ability to define problems, collect data, establish facts, draw valid conclusions, multi-task, and knows when escalate to and communicate with Director, team and vendors.
- Must possess a vehicle and valid driver's license as this position requires minimal travel between sites and the transportation of equipment as applicable.

### **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 travel outside the area is required.

**Disclaimer**      This job description is not an employment agreement or contract and management reserves the right to modify when necessary per Bonner County policy.

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

**To be signed upon hire, transfer or promotion.**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please Print Name: \_\_\_\_\_