City of Newberg
Position Description

Position: IT Help Desk Technician

Classification: Part-time 25hrs/week

Department: Information Technology

Range: $15/Hour

Date: July, 2013

Location: City wide

GENERAL PURPOSE

Perform routine maintenance, repair, and upkeep of software, computers, and computer-based equipment City wide. Provide support to staff in the use of computers and computer hardware and software.

SUPERVISION RECEIVED

Works under the supervision of the Information Technology Director.

SUPERVISION EXERCEISED

No supervision exercised.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Answer support calls and assist customers with computer-related problems.

Install and format new computers and computer hardware.

Scan and clean machines with viruses and unauthorized files.

Maintain network hardware

Maintain user log-ins and privileges.

Install software on all windows platforms.

Keep daily log.

Troubleshoot and diagnose network problems.

Work with staff to solve computer problems.

Maintain records of service provided.

Maintain a working, cooperative relationship with Staff.

Keep up to date on issues (whats new, compatibility, conflicts) relating to networks, software, hardware, and new products.

Troubleshoot and diagnose hardware and software problems.

Repair computer hardware

Perform others tasks as assigned.

DESIRED MINIMUM QUALIFICATIONS:

Language Skills:

Ability to read English and comprehend complex technical language. Ability to write memos and correspondence in English. Ability to effectively present information in one-to-one small group situations.

Mathematical Skills:

Ability to perform basic mathematical calculations with a high degree of accuracy.

Reasoning Ability:

Ability to apply common sense to carry out detailed, but basic, written or oral instructions in English. Ability to deal with problems involving a few concrete variables in standardized situations.

Other Skills and Abilities:

Ability to work collaboratively and establish and maintain effective working relationships with co-workers, supervisor(s), staff, students, parents and community.

Necessary Knowledge, Skills and Abilities:

Knowledge, Skills, Abilities: Excellent communication skills; proven experience operating and maintaining both WAN and LAN networks and file serving systems in a multiple site environment; experience with internet web and e-mail servers; ability to coordinate the planning, installation, and servicing of network components; ability to work cooperatively with staff to provide technical support in the use of technology; familiarity with computer equipment, software products in use in the City and related equipment; ability to interact with vendors in a positive manner while protecting the interests of the City; ability to coordinate equipment repair; ability to maintain accurate records; excellent driving record and valid drivers license required. Must be able to pass a background check.

Experience:

One year of Information technology experience, help desk experience is preferred.

Education:

High school diploma or GED with some college work.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to walk and may be continuously required to stand. The employee will frequently bend or twist at the neck and trunk while performing the duties of this job. The employee is occasionally required to reach with hands and arms and stoop, kneel, crouch or crawl. The employee continuously uses hand strength to grasp tools. The employee must be able to lift and/or move up to 50 pounds. The employee may be required to sit at a desk and use a computer for long periods of time.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Works in an office environment. Able to use a telephone, operate a computer, and use other office equipment. Ability to drive to other sites and meetings.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; Criminal Background Checks; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approval: _____
Supervisor

Approval: _____
Appointing Authority

Effective Date: July, 2013

Revision History: July, 2013