

# INNOVATION & TECHNOLOGY PROFESSIONAL

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Position Code: 2520

WC Code: 9410

FLSA Status: Non-Exempt

Pay Grade: 355

Location: Innovation & Technology

Approval Date: 2023

## General Statement of Duties

Provides end user support for IT Help Desk ticket inquiries. Performs difficult professional work including networking computer hardware and software, configuration, and installation of various technology related equipment along with providing assistance to users of personal computer equipment; does related work as required.

## Distinguishing Features of the Class

Employees in this class typically work in a micro-computer environment and provide hardware and software support to users including but not limited to software training. Oversees WAN/hard disk back-ups, hardware and software installation, disk formatting and troubleshooting printer malfunctions. May generate ad hoc reports, develop use documentation, and evaluate hardware, software, and new technology to make purchase recommendations to management. Employees maintain individual ticketing queue to ensure help desk incidents are prioritized and worked in a timely manner. Work is independently performed under the supervision of the Help Desk Supervisor.

## Duties and Responsibilities

Monitor and prioritize Help Desk tickets and resolve user issues.

Troubleshoots and supports a variety of hardware and software problems.

Trains and assists users in a variety of software applications.

Installing and configuring computer hardware, operating systems, and applications.

Monitoring and proactively maintaining computer systems and networks.

Assists in the set up and roll out of new equipment including laptops and workstations in addition to decommissioning outdated/replaced equipment.

Talking users through a series of actions, either face-to-face, over the phone or virtually, to help set up systems or resolve issues.

Testing and evaluating new technology.

Creates and maintains all Town pc images.

Maintains database to track inventory of computer and telephone equipment.

Reviews and makes recommendations for hardware and software purchases.

Assists in all Enterprise backups.

Maintains the user database, password, and security programs.

Provide support for on-call rotation.

Responding within service level agreement timeframes.

Performs other tasks as required.

## **Recruitment and Selection Guidelines**

### **Knowledge, Skills, and Abilities**

Thorough knowledge of the operation uses and capabilities of personal computer equipment.

Thorough knowledge of personal computer setup, configuration, and support.

Thorough knowledge of MAC setup, configuration, and support.

Thorough knowledge of Cisco VOIP system.

General knowledge of word processing, spreadsheet, and presentation software.

Some knowledge of general office procedures, practices, and equipment.

Ability to understand and follow written and oral instructions.

Ability to install and configure networking hardware and software.

Ability to establish and maintain effective working relationships with officials, department heads, employees, general public, and vendors.

Skill in the use of personal computer hardware and software.

### **Physical Requirements**

While performing the duties of this job, the employee is frequently required to reach with hands and arms, sit, talk, and hear. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator. This position involves sedentary work requiring the employee to exert up to 20 pounds of force occasionally; 10 pounds frequently and/or a negligible amount of force constantly to move objects.

Must possess the visual acuity to inspect, analyze, and repair computers and other technology.

### **Minimum Education and Experience**

Bachelor's degree from an accredited college or university in Computer Science or a related field and two years computer help desk experience that includes installation and troubleshooting, or an equivalent combination of education and experience.

### **Special Requirements**

Possession of a valid North Carolina Driver's License