

HELP DESK SPECIALIST

DEFINITION

Under general supervision, to serve as the first point of contact for users experiencing technical difficulties, providing troubleshooting support and resolving hardware and software problems; to set up and configure new computers, peripherals, software, and mobile devices for various departments, ensuring that systems are properly equipped with necessary software and security settings; to document incidents, escalate complex issues to higher-level support, and maintain a knowledge base to assist in problem resolution; and to do related work as required.

DISTINGUISHING CHARACTERISTICS

This is a specialized journey-level classification in the County's Information Technology Department for positions that provide help desk technical support, set up and configure new computers and devices, and train users, with the intent of minimizing user downtime, improving user satisfaction, and ensuring that new employees and departments have the necessary IT infrastructure.

REPORTS TO

Director of Information Technology

CLASSIFICATIONS DIRECTLY SUPERVISED

None.

HELP DESK SPECIALIST - 2

EXAMPLES OF DUTIES:

- Responds to and resolves technical issues reported by users, including hardware, software, and network problems.
- Sets up and configures new computers, peripherals, and mobile devices for departments, ensuring they are ready for use with the necessary software and security settings.
- Regularly tests and monitors backup systems to ensure data integrity and availability in case of system failures or disasters.
- Logs incidents and requests into ticketing system, documents solutions, and ensures accurate tracking and follow up.
- Provides training, guidance, and support to users on best practices and proper and effective use of IT resources.
- Escalates unresolved or complex issues to higher-level IT support or specialists for further investigation and resolution.
- Converting physical endpoints into virtual systems as well as configuring new virtual systems for employee or consultant use.
- Applying existing approved scripts as well as creating new scripting processes to assist with streamlining office automation.
- Troubleshooting VoIP phones. Training end users in basic phone functions such as voicemail setup, and address book access.
- Contributes to and maintains a knowledge base of common issues and solutions to improve response times and user support quality.
- Performs related duties as assigned.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand, walk, stoop, kneel, and crouch; physical ability to lift and carry objects weighing up to 50 pounds; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

TYPICAL WORKING CONDITIONS

Work is performed in an office; occasionally works outside; exposure to electrical energy and dust; continuous contact with staff and the public.

HELP DESK SPECIALIST - 3

KNOWLEDGE OF

- Principles and practices pertaining to the setup, configuration, operation, and troubleshooting of computers, peripherals, and mobile devices.
- Operating systems, including Windows and Windows Server.
- Work-related software, applications, and systems, including productivity software (e.g., Microsoft Office Suite), remote desktop applications (e.g., TeamViewer, AnyDesk, Windows Remote Desktop), help desk ticketing software (e.g., FreshService), backup software and processes (e.g., Cohesity, Veam), and email systems (e.g., Microsoft Outlook, O365).
- Basic networking principles, including TCP/IP, DNS, DHCP, VPNs, Wi-Fi setup, and network troubleshooting.
- Familiarity with antivirus and security software.
- Principles and practices of managing user accounts, groups, permissions, and policies in a Windows Server environment.
- Basic principles of virtualization technologies and platforms, such as VMware and Hyper-V.
- Basic scripting for automation tasks, including scripting languages such as PowerShell or Bash.
- Voice over IP (VoIP) systems and basic troubleshooting.
- Mobile device management (MDM) solutions, such as Microsoft Intune, AirWatch, or MobileIron.
- Principles and practices of workplace safety.

ABILITY TO

- Efficiently diagnose and fix hardware, software, and network problems.
- Clearly explain technical issues and solutions to non-technical users, both orally and in writing.
- Handle multiple tasks and prioritize effectively under pressure.
- Install and configure new computers, peripherals, and software for users and departments.
- Accurately log issues and their resolutions in a ticketing system for tracking and future reference.
- Maintain a user-friendly attitude and provide support with patience and empathy.
- Recognize the need to escalate a problem to higher-level support.
- Regularly test backup systems to ensure data integrity and availability.
- Stay updated with the latest technologies and best practices in IT support.
- Work both independently and cooperatively as part of a team to resolve problems and complete tasks.
- Quickly learn new systems, tools, and procedures as they are implemented.

HELP DESK SPECIALIST - 4

TRAINING AND EXPERIENCE

Two (2) years of experience performing help desk functions and/or maintaining computer hardware. An associate degree in computer science or a related field is desirable.

Special Requirements: Must possess a valid driver's license at the time of application and a valid California Driver's License by the time of appointment. The valid California Driver's License must be maintained throughout employment.

May work other than a normal 8:00 AM to 5:00 PM shift.

All County of Plumas employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.