



WORKING TITLE: SENIOR DESKTOP SUPPORT SPECIALIST	CLASSIFICATION: SENIOR DESKTOP SUPPORT SPECIALIST
DEPARTMENT: INFORMATION TECHNOLOGY	DIVISION: INFORMATION TECHNOLOGY
PAY RANGE: OPEU 23	FLSA CATEGORY: NON-EXEMPT
PHYSICAL REQUIRMENTS: ATTACHED	WORKERS COMP CODE: 8810
PPE: PER WORK LOCATION	REVISION DATE: JUNE 2018

JOB DESCRIPTION

GENERAL STATEMENT OF DUTIES:

The Senior desktop support specialist is responsible for the day-to-day management of the organization's PCs, thin clients, terminals, monitors, laptops, handheld devices and other network connected or related hardware. This position is also responsible for the proper execution of software residing on the desktop systems and works closely with the network administrator in supporting some of the network functions required in order to keep the desktop systems functioning correctly. Some of the core duties of the Senior Desktop Support Specialist include installing, configuring and upgrading PCs, laptops and related equipment, diagnosing and troubleshooting both common and unusual hardware and software problems, performing preventive maintenance on the organization's PC equipment, installing required software patches, ensuring the connectivity of PCs, laptops, handhelds and other computing devices to both the local area network (LAN) and wide area network, setting up and maintaining locally connected and networked printers and connecting needed peripheral equipment. This is a senior position, generally acquired after approximately five years of successful experience working as a Desktop Support Specialist. This position is expected to solve the most complex desktop support issues with little or no assistance required from any other IT staff.

SUPERVISION RECEIVED:

Reports to the Manager of Information Systems. Works closely with the IT Office Administrator in scheduling tasks such as repairs and installations. This position is expected to be self-starting, self-motivating, and exercising significant responsibility for providing excellent customer support.

SUPERVISION EXERCISED:

This position does not exercise any supervisory functions of other staff.

DUTIES AND RESPONSIBILITIES INCLUDE ESSENTIAL FUNCTIONS OF POSITIONS ASSIGNED TO THIS CLASSIFICATION. DEPENDING ON ASSIGNMENT, THE EMPLOYEE MAY PERFORM A COMBINATION OF SOME OR ALL OF THE FOLLOWING DUTIES:

- Installs, configures, tests, maintains, monitors, and troubleshoots end-user networked peripheral devices, workstation hardware, and networking hardware products.

Senior Desktop Support Specialist

- Partners with, and provides support and training, to staff and end users on computer operation issues.
- Works with end users for identifying and delivering essential PC service levels.
- Performs on-site (and remote) diagnosis, analysis, and resolution of complicated PC problems for various end users and implementing and recommending corrective hardware solutions.
- Develops and maintains an inventory of keyboards, hard drives, printers, modems, scanners, monitors, and other peripheral devices.
- Receives and responds to incoming calls, e-mails, or pages regarding hardware and PC problems.
- Assists in maintaining, preparing, and upholding processes for reporting, statistically monitoring, and logging PC performance.
- Monitors and tests PC performance and provides PC performance reports and statistics.
- Constructs, tests, and installs customized configurations depending on various operating systems and platforms.
- Conducts research on various products of computer in support of its development and procurement efforts.
- Prepares documents on instances of hardware repair, installation, failure, and removal.
- Evaluates and recommends hardware products of PC for purchase.
- Provides backup network support as needed and performs the more basic functions of network administration when needed.
- Performs other duties as assigned.

JOB SPECIFICATION

KNOWLEDGE OF:

- Current practices, terminology, and principles of information systems.
- Local and wide area networking principles and operations.
- Organizational procedures in tracking and maintaining a large number of assets.
- Confidentiality rules related to the operation of county functions and network information.
- Customer service practices that are required to meet and exceed end-user expectations.

SKILL IN:

- Problem-solving with relation to complex computer systems and operations.
- Oral, written, and one-on-one communications with technical and non-technical users.
- Organizing objectives, and prioritizing work.
- Desktop systems hardware and software management

ABILITY TO:

- Quickly analyze operational issues with complex computer equipment.
- Interpret non-technical communications in order to serve customers with skill and professionalism.
- Maintain cooperative and effective working relationships with other employees, supervisors, and the citizens.
- Function in a team environment.

Senior Desktop Support Specialist

- Attend work as scheduled and/or required.

MINIMUM EXPERIENCE AND TRAINING:

High school diploma and seven years of experience in PC support services, with a demonstrated ability to solve the most complex and advanced desktop support issues. Course work in computers and information technology may be substituted for experience. College, business school or specialized training is preferable. Any satisfactory equivalent combination of experience and training which ensures ability to perform the work will be considered.

OTHER REQUIREMENTS:

Ability to secure and maintain a driver's license valid in the state of Oregon or an acceptable alternative means of transportation. May be required to drive a County vehicle. Employees authorized to operate a private vehicle on County business are required to carry a valid driver's license and liability insurance minimums as outlined in ORS 806.070.

Successful completion of a background check and CJIS/LEDS certification is mandatory.

WORK ENVIRONMENT/PHYSICAL DEMANDS SUMMARY:

The incumbent typically works in an office environment and uses a computer(s), test equipment and software, telephone, and other office equipment as needed to perform duties. The noise level of the work environments is typical of that of an office. This position will sometimes require significant work in other office areas and locations. Respect for, and understanding of, those various work environments is necessary. Work may involve travel to meetings and trainings from time to time. The employee may encounter frequent interruptions throughout the workday.

The employee is regularly required to sit, talk, or hear; frequently required to use repetitive hand motion, handle or feel, and to stand, walk, reach, bend or lift up to 20 pounds regularly and 50 pounds occasionally.

The physical demands 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.

This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees may be required to perform other related duties as assigned to ensure workload coverage. Employees are required to follow any other job-related instructions and to perform any other job-related duties by their supervisor. This job description does NOT constitute an employment agreement between the employer and employee and is subject to change by the employer as the organizational needs and requirements of the job change.

The job specification requirements stated are representative of minimum levels of knowledge, skills, and abilities to perform this job successfully. Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may substitute for the above so that the employee will possess the abilities or aptitudes to perform each duty proficiently.