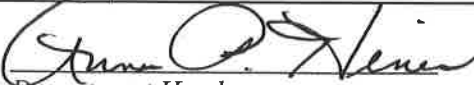
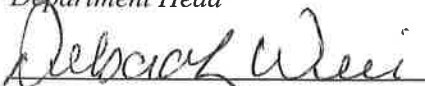


**DONA ANA COUNTY  
JOB DESCRIPTION**

|  |   |
|--|---|
| <b>POSITION NUMBER:</b>  | <b>PAY GRADE:</b> C010  |
| <b>POSITION TITLE:</b> IT USER SUPPORT SPECIALIST I  |   |
| <b>EMPLOYEE NAME:</b>  |   |
| <b>EMPLOYEE NUMBER:</b>  |   |
| <b>DEPARTMENT:</b> IT  | <b>FLSA:</b> <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt |
| <b>REPORTS TO:</b> IT APPLICATION SUPPORT COORDINATOR  | <b>LEAD:</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No            |
| <b>BARGAINING UNIT:</b> N/A  | <b>SUPERVISOR:</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No      |
| <b>APPROVED:</b>  _____<br><i>Department Head</i> <span style="float: right;"><i>Date</i></span>  |   |
|  _____<br><i>Human Resources Director</i> <span style="float: right;"><i>10/5/10</i></span><br><span style="float: right;"><i>Date</i></span> |   |

**I. PURPOSE SUMMARY.** Provide IT helpdesk services for the County, including computer, radio and telephone systems. Serves as the first point of contact for technical assistance by receiving and tracking IT work order requests. Resolves requests either over the phone immediately or assigns to the respective team solution provider.

**II. ESSENTIAL DUTIES.**

1. Coordinate and directly participate in providing technology support services to staff.
  - A. Respond to questions from callers and walk-ins; remotely assist staff with technology problems. Direct calls to appropriate IT staff as necessary.
  - B. Receive, resolve and oversee all trouble reports and work orders.
  - B. Ensure timely problem resolution;
  - C. Be present and visible in the helpdesk and available to users requiring technical assistance.
  - D. Follow standard helpdesk operating procedures; accurately log all helpdesk contacts using tracking software.
2. Create/manage escalation procedures.
  - A. Maintain reasonable decorum in the helpdesk and computer areas.
3. Analyze helpdesk performance and proactively address service trends.
4. Prepare and coordinate technology training services.
5. Implement service level agreements and performance metrics,
  - A. Ensure service levels are maintained and reported regularly to management.
  - B. Enforce and have knowledge of all computer policies.
6. Learn fundamental operations of commonly used software, hardware and other equipment
  - A. Attend all helpdesk training sessions.
  - B. Become familiar with available help resources.
  - C. Stay updated on technology changes or problems.

D. Become familiar with County IT policies, services and staff.

III. **ADDITIONAL DUTIES.** Perform other job-related duties as assigned.

IV. **QUALIFICATIONS.**

A. **Education.** High school diploma or equivalent

B. **Experience.** Two years of full-time administrative experience that includes using computers and various software programs; and customer service experience assisting users of personal computers, computer systems and troubleshooting problems is required.

C. **Education/Experience substitution.** Substitution of relevant education/experience allowed on a year for year basis.

D. **Licenses/Certifications.**

E. **Other (e.g., post-offer medical exam, polygraph, background check, driver's license record, etc.).** NCIC and background check

1. **KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED BY THE POSITION:** (What kind and level of knowledge and skills are needed, and how are they used.)

Must have knowledge of personal computer hardware and software, telephone systems, radio communications and computerized accounting and office procedures; methods used to diagnose problems with technical systems such as computer software, computer hardware, telephone and radio; general office procedures.

Must have ability to operate standard computer equipment including word processor and multi-line telephone system; learn software systems; read and interpret reference manuals; work long hours occasionally when meeting deadlines; make critical judgments concerning operations that affect computer systems, software and County data files; utilize necessary computer applications; communicate effectively, in oral and in written form; and establish and maintain professional, effective and cooperative working relationships with others.

2. **FREEDOM TO ACT.** (How work is assigned; responsibility for carrying out the work.)

The supervisor makes assignments by defining objectives, priorities, and deadlines, and assists the employee with unusual situations that do not have clear precedents. The position plans and carries out the successive steps and handles problems and deviations in the work assignments in accordance with instructions, policies, previous training, or accepted practices in the occupation. The position will also participate in identifying short-term and long-term priorities.

3. **GUIDELINES AND JUDGMENT.** (Nature of guidelines for performing the work; judgment needed to apply the guidelines or develop new guides.)

Guidelines are available but have gaps in specificity. The employee uses judgment in interpreting and adapting guidelines.

4. **PHYSICAL DEMANDS.** (The requirements and physical demands placed on the employee by the work assignment.)

While performing the duties of this job, the employee must be able to communicate effectively both orally and in writing. The employee must be able to operate specific office equipment, and must be able to move about the work environment. The employee must have the ability to frequently move or reposition up to 10 pounds of materials or objects, occasionally, fifteen (15) pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus

5. **WORK ENVIRONMENT.** (The risks and discomforts in the employee's physical surroundings, or the nature of the work assigned and the safety regulations required.)  
Essential duties are performed indoors the majority of the time under normal controlled temperature conditions. Work surface is even, carpeted, tiled and/or a concrete floor.

6. **SUPERVISORY RESPONSIBILITY.** (The added difficulty and complexity of directing people and organizations.)  
n/a

**V. EMPLOYEE ACKNOWLEDGEMENT:**

I have read my Job Description and understand my assigned responsibilities, and have been given a copy of this Job Description. I have also received a copy of the Personnel Policies and Procedures Handbook, and understand that I am responsible for reading and following all relevant policies and procedures outlined in it. I also certify by my signature below that I am able to perform the essential functions of this Job Description with or without reasonable accommodation.

Accepted by: \_\_\_\_\_  
*Employee* *Date*

Printed name: \_\_\_\_\_  
*Employee* *Date*