

Job Title: Help Desk Specialist
Department: Information Technology
Classification: 6
Reports to: Security Manager
Supervises: No
Normal Business Hours: Monday – Friday, 8:00 AM – 4:30 PM
Telecommute: Supervisory Discretion
Union: No
FTE Status: 1.0 Full Time Equivalent
Last Reviewed: 08/2024

Nature of Work:

This position is responsible for administering the Help Desk, provide technical and analytical support to end users for all supported technology. This includes documenting all calls, documenting resolutions to calls, researching issues, escalating issues, and ensuring support is handled in a timely manner. Incumbent will also support the management of IT assets at all stages of the asset lifecycle.

Communicates with:

Internally – All staff.

Externally – State/county/city entities, vendors and public.

Supervision:

None

Essential Work Functions:

- Administers, and maintains a professional, customer-focused helpdesk by providing contact to incoming requests to the help desk via telephone, web portal, email, in person, or chat to ensure service levels are meeting end-user needs.
- Records, tracks, and documents resolutions in the help desk, including all successful and unsuccessful decisions made and actions taken, through to final resolution.
- Develops and maintains knowledge base articles for technicians and end-users.
- Documents procedures clearly and concisely.
- Manages the procurement of all technology related devices and software for the county, including documenting and tracking assets.
- Conducts research on end-user devices in support of standardization and procurement efforts. Evaluates and recommends products for purchase.
- Supports Microsoft O365 enterprise environment and helps end users perform basic tasks or troubleshoot problems.
- Trains users and I.T staff on applications and products as needed to ensure policies and documentation are in place.
- Manages user licenses for enterprise software.

Other Work Functions

- Performs related work as required.
- Participate in continuing education and training opportunities.

Minimum Qualifications of Education and Experience:

- Requires specialized training beyond High School, but less than an associate degree.
- One (1) year of experience is required.
- Ability to pass all position required background(s) and testing(s).

Knowledge, Skills, and Abilities Required:

- Valid MN Driver's license
- Strong understanding of the organization's goals and objectives.
- Knowledge of computer hardware and Windows operating systems.
- Experience working with Microsoft O35.
- Experience with computer diagnostic and remote troubleshooting.
- Strong interpersonal and oral communication skills.
- Ability to communicate effectively, both orally and in writing
- Ability to follow data practices requirements regarding confidentiality and privacy.
- Highly self-motivated and directed.
- Strong organizational skills.
- Excellent attention to detail.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Able to work in a team-oriented, collaborative environment.

Persons with disabilities:

The above is a general listing of job duties. Essential and non-essential functions may vary by individual position. Reasonable accommodation may be available for both essential and non-essential job duties.

Physical Demands and Work Environment:

In compliance with Americans with Disabilities Act, the following represents the Physical and Environmental Demands:

Exposed to:	24% or Less	25% - 49%	50%- 74%	75% or more
Office environment				X
Sitting, standing			X	
Walking, reaching, pulling		X		
Typing/data entry			X	
Talking, hearing			X	
Close and distance vision		X		
Moderate (Over 60 pounds of force)	X			
Challenging or threatening behaviors	X			
Work with high detail/deadlines			X	

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship. The Board of Commissioners, County Administrator and/or the Department Head retains the discretion to add duties or change the duties of this position at any time.

Morrison County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodation to qualified individuals and encourages both prospective and current employees to discuss potential accommodations with the employer.

Employee Name: _____

Employee Signature: _____ Date: _____