



Job Description

TITLE:	Helpdesk Technician	JOB CODE:	3265
DEPARTMENT:	Information Technology	FLSA:	Non-Exempt
PREPARED:	November 2005	UPDATED:	August 31, 2020

Summary: Under general supervision, serves as the primary contact for software problems and questions; provides technical support to a variety of levels of users; installs, tests and evaluates software for County personal computers.

Essential Job Functions: *The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*

- Provides help desk support for County Personnel.
- Conducts installation of software packages on County personal computers.
- Prepares quotes for software packages as requested by departments.
- Creates report labels and documentation as required.
- Provides backup support for the Micrographics Technician.
- Performs other related duties as assigned.

Required Knowledge and Skills:

- Knowledge of database operation and maintenance.
- Knowledge of the principles and practices of customer service,
- Knowledge of County policies and procedures.
- Skill in implementing and supporting a variety of software packages.
- Skill in diagnosing, troubleshooting and correcting software problems.
- Skill in providing technical support to customers in all departments.
- Skill in interpreting a variety of instructions furnished in written, oral, diagram, or schedule form.
- Skill in working independently or as a team member.
- Skill in communicating effectively, both orally and in writing.
- Skill in establishing and maintaining effective working relationships with County staff and the public.
- Skill in the use of a personal computer and standard business software.

Education and Experience

- Associate's Degree in Computer Science or a computer field and one (1) year of experience in computer support.
- Valid State of New Mexico Driver's license or able to obtain within six (6) months of employment.

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Environmental Factors and Conditions/Physical Requirements:

- Work is performed in an office environment; may be subject to repetitive motion such as typing, data entry and vision to monitor; may be subject to extended periods of intense concentration in the review of documents and reports.
- The noise level in the work environment is usually moderate.
- Work schedule for this position may include working on religious holidays.
- Utilize, process, and navigate the County’s electronic ERP system as necessary and appropriate based on the needs and requirements of this position.

Equipment and Tools Utilized:

- Equipment utilized includes computerized and conventional office equipment.

Approvals:

Employee: _____ **Date:** _____

Supervisor _____ **Date:** _____

Department Head: _____ **Date:** _____