

CLAYTON COUNTY, GEORGIA

CLASSIFICATION SPECIFICATION

CLASSIFICATION TITLE: SERVICE DESK TECHNICIAN

PURPOSE OF CLASSIFICATION

The purpose of this classification is to provide real-time support via phone or remote desktop to address issues and/or questions regarding operating systems, software application, network/internet connectivity, and printing. The Service desk is the first and last point of contact for all service issues. This position also offers consultation, which includes a heavy customer service focus.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Diagnoses problems related to personal computers, terminals, thin clients, printers, and other peripherals; troubleshoots connectivity problems to the ethernet switched network.

Installs, repairs, and maintains telecommunications systems and computer network cabling and termination, multimedia cabling and termination, and various electronic devices associated with telecommunications systems.

Installs personal computers; installs personal computer software, hardware, and network adapters; installs workstations and configures address settings; installs standalone printers and printer software; configures for use as a system or session printer; installs network software and configures Ethernet adapters; installs/configures network printers.

Installs and maintains VoIP (Voice over Internet Protocol) and other telephone sets, telephone media, elevator emergency telephones, audible and signaling devices.

Tests and inspects parts and equipment for serviceability, proper operations, and compliance with departmental standards and reports problem situations as they arise.

Maintains a comprehensive and diverse knowledge of multiple computer operating systems and software programs, which includes, but is not limited to, word processing, spreadsheet, database, desktop publishing, e- mail, instant messaging, networking, client access, communications, utilities, diagnostic, or other programs.

Performs general/preventive maintenance tasks necessary to keep vehicles, equipment, and tools inoperable condition, which may include inspecting equipment, checking fluid levels, replacing fuel/fluids, greasing equipment, washing/cleaning equipment, and organizing/cleaning shop/work areas; monitors equipment operations to maintain efficiency and safety; reports faulty equipment.

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Maintains inventory of equipment, supplies, and parts; initiates requests for new/replacement materials.

Researches error messages in numerous software vendors' website knowledge bases.

Prepares or completes various forms, reports, correspondence, schedules, logs, work orders, parts request forms, system as-built documentation, job proposals, repair forms, parts lists, inventory reports, supplemental forms, standardization forms, maintenance records, diagrams, or other documents.

Receives various forms, reports, correspondence, work orders, schedules, alarm accounts reports, requests for proposal, invoices, parts/materials lists, flow charts, diagrams, blueprints, service/product bulletins, catalogs, policies, standards, service manuals, technical documentation, maps, manuals, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Provides after-hours on-call support on a scheduled rotation to assist users with technical problems involving equipment, software, or production, to include using a computer at home to remote into the County Network, and making after-hours return trips into Information Technology facilities or other departments.

Communicates with supervisor, employees, other departments, vendors/service representatives, the public, and other individuals as needed to complete work activities, review status of work, exchange information, or resolve problems.

Maintains an awareness of new products, trends, and advances in the profession; reads professional literature; attends workshops and training sessions as appropriate.

ADDITIONAL FUNCTIONS

Performs general cleaning tasks associated with building/work areas, which may include sweeping/mopping floors, cleaning restrooms, cleaning dishes in kitchen, or removing trash from building.

Performs general front counter and Help Desk tasks, such as answering telephone calls, issuing parts, repaired equipment, or generating work orders.

Performs miscellaneous tasks as needed, which may include purchasing/picking up parts/supplies at local vendors or picking up paychecks or documentation.

Provides assistance or backup coverage for other employees as needed.

Performs other related duties as required.

MINIMUM QUALIFICATIONS

Associate Degree in Information Technology or related field supplemented by one (1) year of experience or High School Diploma/GED supplemented by two (2) years of experience in computer network installation, administration, or maintenance support activity. Must possess and maintain a

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valid Georgia driver's license. Must provide and maintain a personal vehicle to use for official county business that may include after-hours return trips.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert very moderate, though not constant physical effort, typically involving some combination of stooping, kneeling, and crouching and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and material of moderate weight (12-20 pounds).

Sensory Requirements: Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

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