

**Intercity Transit**  
**JOB TITLED: Information Systems Help Desk Technician**

<b>BAND</b> A	<b>GRADE</b> 1	<b>SUBGRADE</b> 3
<b>DEPARTMENT:</b> Administrative Services	<b>DIVISION:</b> Information Systems (IS)	<b>FLSA STATUS:</b> Non-exempt
<b>SUPERVISION RECEIVED FROM:</b> IS Manager	<b>SUPERVISION EXERCISED OVER:</b> N/A	<b>PAY GRADE:</b> A13
<b>SUMMARY:</b> Under general supervision, follows established procedures to perform routine technical tasks such as testing, installing, maintaining, supporting and/or averting hardware/software system failures on client applications, hardware and software products, network infrastructure equipment, or telecommunications software or hardware.		
<b>DISTINGUISHING CHARACTERISTICS:</b> This is an entry level position providing tier 1 end user hardware and software support for agency staff. The primary focus of this position is to staff the agency help desk, answering phones, conducting initial triage of customer requests for technical help and responding to customers with solutions or appropriate next steps. On occasion, this position may perform mid-level technical tasks under the close supervision of an Information Systems Analyst or the supervision of the Information Systems Manager. Technician must have a working knowledge of computer systems and be able to complete routine tasks independently. Complex problems/issues are referred to a higher level for resolution.		

<b>DUTY NO.</b>	<b>ESSENTIAL DUTIES:</b> (These duties are a representative sample; position assignments may vary.)	<b>FRE-QUENCY</b>
1.	Provides tier 1 help desk support. Conducts preliminary triage of user reported problems; seeks guidance on complex help requests.	Daily 50% (A2)
2.	Ensures agency ticket system is accurate and updated as needed with customer information.	Daily 40% (A2)
3.	Performs initial diagnostic evaluation of user issues to solve problems if possible. Otherwise escalates tickets to IS System Technicians/Analysts, communicates with customer regarding service response and acquires relevant or missing data.	Daily 30% (A2)
4.	Provides desktop support to include installation, preventative maintenance and cleaning of PCs, laptops, printers, faxes and other IS equipment at scheduled intervals or as needed.	Daily 10% (A2)

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5.	Gives verbal and/or written instruction to users of varying degrees of technical expertise on the proper use and care of the hardware and software. Provides guidance to users on new and existing software and technology.	Daily 10% (A2)
6.	Organizes and maintains inventory of computers and related equipment and supplies. Assists in preparing surplus equipment for resale/disposal and works with procurement staff to follow proper disposal procedures.	Daily 5% (A2)
7.	Assists with conducting software testing and upgrades or applies patches to software as needed.	Daily 10% (A2)
8.	Provides information to users/employees regarding division services; responds to inquiries and complaints regarding services to satisfactory resolution.	Daily 5% (A2)
9.	Performs other duties of a similar nature or level.	Daily 10% (A2)
10.	Must meet regular time and attendance standards.	Always

**Knowledge** (position requirements at entry):

Knowledge of:

- System performance and reliability principles;
- Microsoft Office applications (Word, Excel, Access, PowerPoint, Outlook);
- Microsoft Visio;
- Applicable operating systems;
- Applicable hardware devices and drivers.

**Skills** (position requirements at entry):

Skill in:

- Installing and maintaining a variety of hardware, software, and peripheral equipment;
- Operating computers and related software applications;
- Communication and interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to provide exceptional customer service, exchange or convey information and to receive work direction;
- Troubleshooting and resolving minor hardware, software and peripheral equipment issues;
- Organizational and task management,
- Records management (for purposes of inventory);
- Handling multiple tasks simultaneously;
- Defining problems, collecting data, establishing facts, and drawing valid conclusions.

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**Training and Experience** (position requirements at entry):

Associate degree (A.S., A.A.) **OR** two-year technical certificate **OR** two years experience performing help desk support in an enterprise environment.

**Licensing Requirements** (position requirements at entry):

The ability to respond in a timely manner to issues arising throughout the Intercity Transit service area on a 24-7 basis.

Must submit to criminal background check the results of which must meet hiring criteria for the role.

**Physical Requirements:**

Positions in this class typically require: stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Incumbents may be subjected to moving mechanical parts, workspace restrictions, and travel.

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

**NOTE:**

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

**Classification History:**

New position prepared by Jason Aguero, IS Manager

Date: 4/19/19