

Help Desk Support Technician

IT Department – Van Wert, OH

Summary:

The HelpDesk Support individual will work as part of a team to provide user support and basic training on IT devices. Individual will troubleshoot, research, resolve and document technology issues and problems as reported by Van Wert County staff.

The HelpDesk Support individual will be based out of Thomas Edison Adult facility with occasional travel to other County agency locations. Individual will be expected to work up to 40 hours per week, five days a week.

Essential Duties and Responsibilities:

- Support end-user desktops, laptops and other devices. This includes software installation, configuration and maintenance. It also includes minor hardware replacement and installation.
- Assist Van Wert County staff with all IT problems and issues.
- Provide basic IT training, orientation and coaching to new and existing employees.
- Assist IT Department to troubleshoot and resolve network issues as necessary.
- Record trouble tickets and resolutions in County IT ticketing system.
- Assist in other initiatives as necessary.

Required Knowledge/Qualifications

- Minimum 2 years' experience in computer technician support role.
- Proven experience with desktop support running Microsoft Windows 7 or newer and Microsoft Office.
- Proven experience installing, configuring and supporting software applications.
- Ability to research technical issues and find best fit resolutions.
- Willing and able to assist with physical wiring and cable termination.
- CompTIA, A+ certification, or Associates Degree is a plus.

Competencies: To perform this job successfully, an individual must demonstrate the following competencies:

Self-Starter: Eager to help and seeks opportunities to help.

Problem Solving: Identifies, troubleshoots, escalates and resolves problems in a timely manner. Persists at troubleshooting and research until problem is resolved.

Excellent Oral & Written Communication Skills: Speaks and writes clearly and with a purpose. Able to communicate technical topics to non-technical employees. Responds well to questions.

Customer Service: Dedicated to meeting the expectations and requirements of County staff; establishes and maintains effective relationships and builds trust and respect; keen attention to detail.

Listening: Practices attentive and active listening; has patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.

Interpersonal Skills: Relates well to all kinds of people inside Van Wert County; builds appropriate rapport and constructive, effective relationships; positive attitude.

Ethics: Treats people with respect. Works with integrity and ethically.

Safety and Security: Observes safety and security procedures.

Attendance/Punctuality: Is consistently at work and on time.

Dependability: Follows instructions; ability to prioritize and perform responsibilities in a pressure environment; responds to management requests.

Job Type: Full-time, 40 hours per week. Pay based on experience.