IT Help Desk 2
Job Description

.

Name	IT Help Desk 2
Hire Date	
Date In Current Position	
Review Month	
Department	Information Technology
Reports to	Director
Position Number	
Warren County Pay Grade	
FLSA Status	Non-Exempt
Supervises Others	No
Document Control Responsibility	Human Resources
Approved by	IT Director

Position Summary

The IT Help Desk 2 individual provides front line support to our customers, the employees of Warren County. Performs troubleshooting and implements resolutions to various hardware and software issues.

Position Responsibilities

- Provide support of incoming requests to the help desk to ensure courteous, timely, and effective resolution of end-user issues remotely or in person
- Provision accounts and system setup for new hires, including email, telephone and multi-factor authentication (MFA) software
- Install and configure hardware and software, systems, printers, and scanners
- Use remote tools to resolve end-user support requests
- Provide hands-on assistance at the desktop level when necessary
- Install and maintain antivirus software and ensure virus definitions are up to date
- Responsible for ordering software and hardware as directed and maintaining an equipment inventory

IT Help Desk 2
Job Description

- Provide technical assistance to end users with a VoIP phone system
- Server administration with Active Directory, DNS, DHCP, File & Print services
- Network firewall and switch administration, configuration, and maintenance
- Assist with management of PC's, servers, backup systems, and virtual infrastructure
- Assist with and maintain VMware environment
- Add or remove items from the county website as requested
- Monitor and maintain backup systems and remote storage
- Learn and assist end users with county specific applications
- Establish and maintain good relationships with all departments and colleagues
- Ensure IT security standards are met and complied with
- Work an on-call 24x7 shift based on County needs and pre-assignment by the IT Director
- Responsible for all other duties as assigned by IT Director

Education, Skills and Experience

- Graduation from high school or GED plus relevant experience or a combination of education, training and experience
- Knowledge of PC/Server hardware and software
- Understanding Microsoft Active Directory and Microsoft Office 365 user account management
- Understanding Windows Server 2019, 2022, and 2025 configuration and installation
- Understanding Windows 10/11 workstation setup, imaging and installation
- Knowledge of application push methodologies
- Ability to organize and manage multiple priorities and exercise independent judgment
- Able to provide help with a digital phone system
- Cisco experience preferred
- VMware experience preferred
- Experience with backup and recovery systems preferred
- Ability to setup desktop or laptop computers, install hardware for servers and other systems
- Knowledge of basic technical aspects of computers, networks, structured cabling and telecommunications equipment.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

IT Help Desk 2
Job Description

Physical demands: While performing duties of this job, the employee is required to sit and/or stand for long periods of time. Must have the ability to lift, pull, push, and/or move up to 25 pounds.
Work environment: The noise level in the work environment can at times be moderate.

General sign off: The employee is expected to adhere to the values as established by Warren County Board of Supervisors and represent Warren County in a positive, professional manner.

Position requires successful passage of an FBI background check for CJIS requirements.

Position has a 6 month probationary period.

I have read and understand this job description and I can perform the duties of this position with or without reasonable accommodations.

Signature:_____Date:_____