


City of Fernandina Beach
Job Description


City Manager's Signature
2.7.14
Date

Title: Help Desk Specialist
Department: Information Technology Department
FLSA Status: Non-Exempt
Reports to: Controller
Pay Grade: 128


Minimum Qualifications

- A. Education and Experience
Must possess high school diploma or GED. Associate's degree in related field preferred. Three years' experience in a networking or help desk environment preferred. Customer service experience preferred. A comparable amount of training, education, or experience may be substituted for the minimum qualifications.
- B. Certifications, Licenses
Must possess valid Florida driver's license
A+, Network+, Strata IT Fundamentals preferred.
- C. Knowledge, Abilities, and Skills
Ability to communicate technical information to non-technical personnel. Ability to install, configure and maintain personal computers, networks and related hardware and software. Knowledge of computer and/or network security systems, applications, procedures and techniques. Ability to identify and resolve computer system malfunctions and operations problems. Skill in organizing resources and establishing priorities. Excellent verbal and written communication skills. Ability to learn and support new systems and applications. Proficiency in Microsoft Office Suite, IMS Accounts Payable, and General Ledger preferred.

General Description

Maintain and monitor end-user workstations and productivity on local area network. Perform a variety of maintenance, software installation, end-user support and training tasks to ensure end-user workstations and network performance meet organizational and user requirements. Provide support to staff on all City-supported applications. Troubleshoot computer problems, determine source and advise on appropriate action. Complete application project-based work. Perform certain administrative functions as directed. Perform responsibilities in accordance with all company standards, policies and procedures.

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Essential Functions

1. Administers end-user workstations and supports end-user activities utilizing TCP/IP on a primarily Microsoft Windows-based local area network (LAN).
2. Investigates user problems and identifies their source; determines possible solutions; tests and implements solutions.
3. Installs, configures and maintains personal computers, Windows networks, Apple workstations, file servers, network cabling, and other related equipment, devices and systems; adds or upgrades and configures disk drives, printers and related equipment.
4. Performs and/or oversees software and application installation and upgrades.
5. Maintains site licenses for department/organization.
6. Plans and implements network security, including maintaining firewalls, configuring VPN, managing host security, file permissions, file system integrity, and adding and deleting users.
7. Troubleshoots networks, systems and applications to identify and correct malfunctions and other operational difficulties.
8. Develops and conducts various training and instruction for system users on operating systems and other applications; assists users in maximizing use of networks and computing systems.
9. Maintains confidentiality with regard to the information being processed, stored or accessed by the end-users on the network.
10. Assists personnel of other departments as a computer resource.
11. Provides computer orientation to new and existing company staff.
12. Provides basic Help Desk support for end users including: application support, file access, folder access, printer setup, computer configuration and installation, etc.
13. Plans, initiates, and carries to completion various administrative assignments.
14. Prepares reports, forms, research records, and maintain records and files.
15. Assists with budget preparation and monitoring of budget control throughout fiscal year.
16. Compiles bid specifications, research and develop specs; process bid renewals.
17. Responsible for processing purchase orders.
18. Prepares requests for proposals (RFP) as needed. Compile bid specifications, research and develop specifications.
19. Responsible for tracking invoices, receiving tickets, and reconciling purchase orders for payments. Responsible for cost accounting of materials chargeable to other departments within the City.
20. Attends and participates in meetings as required.
21. Assists with various research projects or special projects.
22. Keeps up-to-date on information and technology affecting functional areas to increase innovation and ensure compliance.
23. Other duties as assigned.

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Essential Physical Skills

Acceptable eyesight, hearing (with/without correction), ability to communicate (orally and in writing), moderate lifting and carrying (up to 25 lbs.), sitting, walking, standing, reaching, and bending. Reasonable accommodations will be made for otherwise qualified individuals with a disability.

Environmental Conditions

Works inside in an office environment.

Key Competencies: Professional Knowledge, Integrity, Initiative, Judgment, Attention to Detail, Communication (oral and written)