

JOB DESCRIPTION

IT Desktop Administrator

DEPARTMENT: Information Technology

REPORTS TO: Director of IT

FLSA STATUS: Exempt

Job description statements are intended to describe the general nature and level of work being performed by employees assigned to this job title. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required.

POSITION SUMMARY

The IT Desktop Administrator's role is to ensure proper computer operation so that end users can accomplish business tasks. This includes actively resolving escalated end user help requests within established SLA's. Problem resolution may involve the use of diagnostic and help request tracking tools, as well as require that the individual give in-person, hands-on help at the desktop level. This position also works on projects and other duties as assigned.

ESSENTIAL JOB FUNCTIONS

Evaluate documented resolutions and analyze trends for ways to prevent future problems. Alert management to emerging trends in incidents. Assist in software releases and rollouts according to Change Management best practices.

Assist in providing Level I Support when request volumes are high. Act as an escalation point for advanced or difficult help requests. Build rapport with service desk customers. Escalate problems (when required) to the appropriately experienced technician. Record, track and document the service desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution. Apply diagnostic utilities to aid in troubleshooting. Access software updates, drivers, knowledge bases, and FAQ resources on the Internet/Intranet to aid in problem resolution. Perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications. Install anti-virus software and ensure virus definitions are up to date. Test fixes to ensure problem has been adequately resolved. Perform post-resolution follow ups with Level I Technicians as required. Develop help sheets and FAQ lists for end users. Reinforce SLAs to manage end-user expectations.

EDUCATION AND EXPERIENCE

Associate degree, college diploma or university degree in the field of computer science or related and/or 2 years equivalent work experience.

Experience with ERP, case management, financial software, and accessibility remediation for documents preferred.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of advanced computer hardware, including desktops, laptops and mobile devices. Experience with desktop and server operating systems, including Windows 10 and Windows 11, application support experience with Microsoft applications, Office 365 and mainstream web browsers. Working knowledge of a range of diagnostic utilities, including remote access, ipconfig, trace route, and virus/malware utilities and removal tools. Experience working in an ITIL-driven environment and working knowledge of ITIL principles and processes. Exceptional written and oral communication skills. Exceptional interpersonal skills, with a focus on rapport-building, listening and questioning skills. Strong documentation skills.

Ability to conduct research into a wide range of computing issues is required. Ability to absorb and retain information quickly. Ability to present ideas in user-friendly, business-friendly and technical language. Highly self-motivated and directed. Keen attention to detail. Proven analytical and problem-solving abilities. Ability to effectively prioritize and execute tasks in a high-pressure environment. Exceptional customer service orientation. Experience working in a team-oriented, collaborative environment.

OTHER REQUIREMENTS

A valid Class "C" Driver's License is required and ability to maintain driving standards in accordance with the driver standards as established by Colorado County. Must report all traffic citations to his/her departmental Director or his/her designee pursuant to County policy. Must pass CJIS (Criminal Justice Information Services) background check and certification. No felony or class A misdemeanor convictions. No class B misdemeanor conviction within the last ten (10) years. No family violence convictions. Cannot currently be on deferred adjudication for any felony, class A misdemeanor or class B misdemeanor charge.

Certification in A+, Network+, MCP, MCSA are preferred.

WORKING CONDITIONS

40-hour on-site work week with 24/7 on-call availability and after-hours projects as assigned. Sitting for extended periods of time. Dexterity of hands and fingers to operate a computer keyboard, mouse, power tools, and to handle other computer components. Lifting and transporting of moderately heavy objects, such as computers and peripherals up to 50 lbs.