

**HARDIN COUNTY FISCAL COURT
RESOLUTION NO. 2021-137**

BE IT RESOLVED, upon recommendation of Judge/Executive Harry L. Berry, with the concurrence of the Resource and Community Support Committee, to approve revisions to the following job descriptions within the Information Technology Department:

1. IT Help Desk Technician

APPROVED, by the Hardin County Fiscal Court in its regular meeting on 27 July 2021.


Harry L. Berry
Hardin County Judge/Executive

ATTEST:


Debbie Donnelly
Hardin County Clerk

Hardin County Government

Job Description

Non-Hazardous

IT Help Desk Technician

Pay Grade 12

STATUS	
Date: July 27, 2021	Department: Information Technology
FLSA Status: Non-Exempt	Reporting Authority: IT Director
Supervisory Responsibility: None	

Job Summary

This position provides technical assistance and support for incoming queries and issues related to computer systems, software, and hardware. Duties include respond to queries by email, phone or in person; install, modify, and repair computer hardware and software; and assist the reporting authority as directed. This position requires a basic knowledge of computer hardware, software programs, and related systems

Major Essential Duties

- Handle Tier 1 and Tier 2 help desk issues through ticket software and/or by phone
- Escalate unresolved queries to the proper support team
- Create AD accounts and configure hardware as needed for new employees
- Support audio and video equipment in conference/meeting rooms
- Walk users through problem solving process
- Provide on-site resolution with user when needed
- Follow up with users, provide feedback and see problems through to resolution
- Utilize excellent customer service skills
- Assist in WAN, LAN and VPN troubleshooting
- Advanced troubleshooting of PC hardware, printers, scanners, and mobile devices (iOS, Android, Windows)
- Coordinate with reporting authority to ensure proper operations of Information Technology

Minor Essential Duties

- Recommend procedure modifications or improvements to the reporting authority for review.
- Preserve and grow knowledge of help desk procedures, products and services
- Attend, participate, and facilitate communication on behalf of Hardin County Government at meetings involving technology matters related to the County government

Qualifications

Education and/or Experience

- Graduate of a college or university with an Associate degree in information technology or related field, supplemented by two years technology experience; or
- High school degree supplemented by four years of technology experience in related technical field or vocational training will substitute for required experience on a year-for-year basis, up to a maximum of four years

Language Skills

- Ability to read, analyze, and interpret policies, procedures, professional publications, and government regulations
- Ability to respond to sensitive inquiries or complaints from staff or the public
- Ability to write reports, business correspondence, policy and procedure manuals
- Ability to communicate technical information, both verbal and written, to a wide range of users

Mathematical Skills

- Add, subtract, multiply, and divide in all units of measure, using whole numbers and decimals

Reasoning Ability

- Ability to define problems, collect data, establish facts, and draw valid conclusions
- Ability to interpret an extensive variety of complex and technical information, and instructions
- Ability to solve practical problems, and deal with several abstract and concrete variables
- Ability to make decisions serving the County's best interests
- Ability to read, analyze, and interpret policies, procedures, professional publications, and government regulations

Certificates, Licenses, Registrations

- Must possess a valid Kentucky Driver's License

Other Knowledge and/or Skills

- Displays mature judgment, courtesy, and tact in dealing with the public, elected officials, and government employees
- Possesses the skills in the effective use of computers and standard office machines, including a thorough knowledge of computer programs:

- Word processing such as Microsoft® Word, spreadsheets such as or Excel
- Visual presentations such as PowerPoint
- Possesses the knowledge necessary to access and effectively use the Internet
- Possesses the skill necessary to manage workflow and projects, budgeting, and financial management skills.
- Displays great customer service skills

Physical Demands

The physical demands described represents those required to successfully perform the essential job functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

While performing job duties, the employee could reasonably be expected to:

Regularly (over 2/3)

Stand or walk
 Talk or hear
 Use hands to type, handle paper, etc.
 Lift and/or move up to 25 pounds

Occasionally (under 1/3)

Sit
 Reach with hands and arms
 Drive a vehicle
 Climb, crawl or maneuver in confined spaces

Vision requirements include close, distance, color, and peripheral vision, depth perception, and the ability to adjust focus

Work Environment

The work environment characteristics described in preceding paragraphs represent those encountered while performing the essential job functions. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions

The noise level is usually low to moderate

Comments

- Must display the following:
 - Positive communication
 - Objectivity
 - Willingness to solve problems
 - Commitment to serve the County’s best interests
- Must adhere to the applicable provisions of the Department Rules and Regulations, the Personnel Policy Manual, the Hardin County Administrative Code, the Kentucky Revised Statutes, and any other procedures, rules, regulations, and policies set forth by appropriate authorities
- Must be neat in appearance
- Must be 18 years or older

The above is intended to describe the general content of and the requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, requirements or responsibilities.

Date Approved: July 27, 2021
Status Box Change:



Harry L. Berry
Hardin County Judge/Executive