

## Marion County IT Helpdesk Assistant Job Description

Under the direct supervision of the Marion County IT Director, in this role, you will provide maintenance of the computer desktop environment by analyzing requirements, resolving problems, installing hardware and software solutions, and supporting the internal IT Helpdesk. You will be responsible for administration and internal support of the County's PCs, printers, servers, and related equipment. Tasks include end user support, license tracking and performing PC maintenance, upgrades and configurations.

### Responsibilities:

- Provide helpdesk support and resolve problems to the end user's satisfaction
- Monitor and respond quickly and effectively to requests received through the IT helpdesk
- Modify configurations, utilities, software default settings, etc. for the local workstation
- Utilize and maintain the helpdesk tracking software
- Document internal procedures
- Assist with onboarding of new users
- Install, test and configure new workstations, peripheral equipment and software
- Maintain inventory of all equipment, software and software licenses
- Manage PC setup and deployment for new employees using standard hardware, images and software
- Assign users and computers to proper groups in Active Directory
- Perform timely workstation hardware and software upgrades as required
- Helpdesk and service requests via phone, email, LogMeIn, and in person
- Accurately record and document all details of the issue or service request, including categorization and priority into the IT service desk tool
- Provide "how to" assistance and documentation on all internally supported devices, and applications and systems
- Respond to end-user inquiries regarding the status of incident/service request tickets, and perform follow-ups
- Contribute to the creation/facilitation/maintenance of FAQ documents, knowledge articles and user guides
- Be an advocate for the end user to ensure he or she receives high-quality and timely service and support from the entire IT organization
- Participate in technical training needs assessment for various departments and recommend training based on assessment. Provide feedback to department managers and trainers

### Basic Requirements:

- High school diploma or equivalent
- Possessing a valid Ohio Driver's License and acceptable driving record
- Good written and verbal communication skills
- Ability to organize and prioritize duties
- Ability to adapt to frequently changing technology and priorities
- Ability to troubleshoot computing problems over the telephone, in person, or using remote tool

- Strong troubleshooting skills
- Adherence to IT policies and processes to ensure consistent quality of service
- Ability to learn new technology and applications

**Preferred Requirements:**

- Degree preferred in Information Systems, Business, Communications or related field
- 3 years or more of relevant technical experience
- Experience with Active Directory, TCP/IP, DHCP, DNS, IIS and other network administration servers using network management and remote administration tools is a plus.

**Physical Demands**

- Must be able to push, pull and lift 50 pounds

**Position Type**

- Part Time with the possibility of Full Time based on experience and job performance

**Salary**

- To be discussed based on experience and/or education

THE ABOVE SHOULD NOT BE INTERPRETED TO DESCRIBE ALL THE DUTY  
PERFORMANCES WHICH MAY BE REQUIRED OF THIS POSITION.

Marion County is an equal opportunity employer.