POSITION DESCRIPTION

Administrative Services
IS Assistant (Help Desk)

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EMPLOYEE NAME: _____
Position Title: IS Assistant (Help Desk)
Classification/Salary Range: Assistant / EA Range 18
Division/Unit: Administrative Services / IS
Reports to: IS Service Manager
FLSA Status: Hourly, eligible for overtime
Representation: Employees Association
Position Location: Schaefers Building, 1015 Willamette Street, Eugene, OR, or Park Place Building, 859 Willamette Street, Eugene, OR, or other locations as needed.

Position Purpose

Position Purpose: The primary role of the IS Assistant (Help Desk) is to staff the Computer Help Desk at LCOG and to assist users in resolving recurring hardware and software-related problems in a PC-based Local Area Networks (LAN) environment in person, over the phone, Zoom, or MS Teams.

Note: Essential competencies of this job are described under the headings below. They may be subject to change at any time. The omission of specific statements of duties does not exclude them from the position, if the work is similar, related, or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee.

Position Essential Functions

Assists users with connecting to Virtual Private Networks (VPNs) and resolving recurring hardware and software problems in LAN environments.

Assists users in basic functions such as: setting up defaults; reconnecting printers; formatting documents; and file management.

Documents and tracks problems; analyzes problem reports for patterns; uses help desk tools; and recommends corrective actions.

Develops training handouts such as short cuts and frequently used features.

Refers more complex hardware and software problems to appropriate staff.

Additional Knowledge, Skills, and Abilities

Knowledge of LAN hardware and software applications and LAN system capability.

Knowledge of computer applications including Microsoft Office Products and Office 365.

Knowledge of basic computer troubleshooting and reconnecting printer to server.

Knowledge of Video Conferencing concepts and technologies and the ability to troubleshoot user problems in this area.

Ability to use IT Service Management Systems like Sysaid or GoToAssist Service Desk.

Ability to maintain an organized work environment keeping office workspace clean and organized.

Ability to keep IT supplies stocked so they are ready to be used.

Ability to review and maintain electronic files; creating and maintaining electronic documentation of installation procedures as they change and evolve with new versions.

Ability to look for and recommend the deletion of old files and old electronic documentation.

Ability to maintain software deployment packages.

Ability to communicate effectively with other employees and vendors using tact, courtesy, and good judgment over the phone and in written communication.

Ability to work with accuracy and attention to detail to meet deadlines.

Ability to understand and execute oral and written instructions, policies, and procedures.

Ability to prepare accurate records and reports.

Ability to establish and maintain effective working relationships with other employees and representatives of other agencies.

Physical ability to perform assigned work.

Other Duties of Position

Provides back-up support to other positions in case of absence or work overload.

Commitment to working effectively and collaboratively with colleagues, members of the public, clients, and others from diverse backgrounds, in support of an inclusive and respectful environment.

Regular and on-time attendance in an environment where the work schedule generally is Monday through Friday, 8:00-5:00

Performs other duties as assigned.

Minimum Qualifications

Associate's degree in computer science and two years related experience, or any combination of education and experience that provides the applicant with the desired skills, knowledge, and ability required to perform the job. Requires experience working with PCs.

Experience with Microsoft Windows Professional Operating systems, and Mobile devices that are both Android and iOS based. Experience with Voice over IP (VOIP) phones and software is also desirable.

The ability to pass a criminal background check.

Signatures

Employee signature and date_____

Manager signature and date_____

Human Resources signature and date_____

2/2024