

**HELP DESK CLERK I**

**NATURE OF WORK**

Under general supervision, assumes responsibility for IT Help Desk Services by providing technical assistance to system users , in addition to installing, modifying and performing minor repairs of computer hardware and software systems.

**TYPICAL DUTIES**

Provides technical assistance to Help Desk inquiries, either by phone, email or in person; installs or assists service personnel with the installation of hardware and peripheral system components; modifies, troubleshoots, and accomplishes minor repairs of network hardware and software components, including hard drives, monitors, keyboards, printers, and other peripheral equipment; loads specified software packages such as operating systems, word processing, spreadsheets or other programs; replaces defective or inadequate software packages; recommends or performs minor remedial actions to correct problems, based on knowledge of system operation; refers major hardware problems to service personnel for correction; instructs users with regard to the use of equipment, software and manuals; assists in the installation and maintenance of Wide Area Network connectivity throughout the County; performs related work as required or assigned.

**REQUIRED KNOWLEDGE AND SKILLS**

Considerable knowledge of the operation and maintenance of computers in a network system, including techniques for installing, testing, and troubleshooting; knowledge of Microsoft Operating Systems and software; ability to multi-task, keep records, prepare reports, and follow specific instructions; ability to communicate effectively both orally and in writing; ability to establish and maintain effective working relationships with other employees and departments; ability to train and instruct employees in the proper use of computers and network system functions and resources.

**MINIMUM QUALIFICATIONS**

High school diploma or GED, and one year of progressively responsible work experience specifically including the installation, maintenance or repair of computers or any combination of education, training and experience may be accepted which demonstrates the ability to perform the duties of the position.

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