TEMPORARY JOB DESCRIPTION

Department Name: Information Technology

Position Title: Help Desk Specialist

Pay Rate: $15/hr

Assigned Work Location: Elections Service Center

Hours: Standard 8:00am – 5:00pm with the availability to work earlier, later and weekends

Anticipated Start Date: January 2020

Anticipated Assignment Length: December 31, 2020

Job qualifications:

- Associates Degree in Computer Science or related field; or an equivalent combination of education, training and/or experience in computer science
- Hands-on experience with the installation and use of Microsoft Products to include:
  - Windows Server 2016
  - Windows 10 Professional
  - Microsoft Office Suite Products: Office 2016, 2019, and 365
- Intermediate knowledge base on the following:
  - Microsoft Exchange
  - Active Directory
  - RDP
- Strong written/verbal communications skills with excellent organization and documentation skills.
- Computer hardware and software troubleshooting experience
- Self-motivated with the ability to prioritize, meet deadlines, and manage changing priorities with a proven ability to be flexible, work hard, both independently and in a team environment, in a high pressure on-call environment with changing priorities
- Ability to work extended days and weekends as needed, with little or no advance notice

Illustrative job duties:

- Provide technical assistance to all office locations within Hillsborough County
- Monitor, track and respond to helpdesk tickets as requests are made
- Escalate situations to management requiring urgent attention
- Setup and deploy new computer systems and perform routine maintenance to include desktops, laptops and tablets
• Complete user setups including hardware, software, and systems access, providing technical support and troubleshooting as required
• Maintain computer equipment and software to ensure secure and efficient operations
• Assist with organization video, badge access security, and phone system
• Develop, implement, and manage information systems and information technology initiatives as assigned
• Stay current with system information, changes and updates
• Assist in integrating new applications and technologies into the current system
• Other duties as required