



<b>Job Title:</b>	<b>IT technician/Help Desk</b>	<b>Department/Loc:</b>	<b>Information Technology</b>
<b>FLSA Classification:</b>	<b>Non-exempt</b>	<b>Date Drafted:</b>	<b>September 2022</b>
<b>Reports To:</b>	<b>Director of Information Technology</b>		

**Position Summary**

This position receives and responds to computer users' requests for service and assistance with computer hardware, software and network problems; troubleshoots, diagnoses and repairs computer hardware and peripheral equipment; and performs related technical work as required. Deploys new and replacements PCs to users. This class works according to some procedures but decides how or when to do things; work is reviewed regularly by supervisor.

**Position Responsibilities - Essential**  
*This list of tasks is illustrative ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.*

- Receives and responds to requests from computer users for service and assistance with computer hardware, software and network problems;
- Troubleshoots, maintains and repairs computer hardware and peripheral equipment; assists in troubleshooting and resolving computer software problems;
- Performs remote and on-site repairs as appropriate;
- Assists in maintaining computer network connectivity;
- Maintains Help Desk tracking system and associated records (including but not limited to work orders, inventory, and software license);
- Assists with deployment of new PCs, tablets, phones and other IT hardware.
- Creates documentation and FAQ/instructions and guides for common user issues.
- Assists department personnel in implementing anti-virus procedures and with other technical duties as requested;
- Receives and responds to employee inquiries, requests for assistance and complaints in areas of responsibility;

**Position Responsibilities - Non-Essential/Other**

- Accurately performs general clerical work as required, including but not limited to preparing reports and records, entering and retrieving computer data, copying and filing documents, answering the telephone, etc.;
- Attends training as required to maintain job knowledge and skills; and
- Performs other related duties and other duties as assigned.

**Essential Skills and Experience**

- Associate's degree in computer science, information technology or closely related field;
- Two (2) years of relevant prior experience in a technical or help desk support/service environment;
- or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.
- Prior experience in local government or law enforcement technologies preferred;
- CompTIA A+ Certification preferred;
- Valid South Carolina Class "D" Driver's License.

## Mental & Physical Demands - ADA Guidelines

### Physical Demands

• Sit	Frequently	• Reach Above Shoulder	Frequently
• Walk	Frequently	• Climb	Occasionally
• Stand	Frequently	• Crawl	Occasionally
• Handling	Frequently	• Squat or Kneel	Occasionally
• Reach Outward	Frequently	• Bend	Frequently

### Lifting Requirements

• 10 pounds or less	Frequently	• 51-100 pounds	Occasionally
• 11-20 pounds	Occasionally	• >100 pounds	Occasionally
• 21-50 pounds	Occasionally		

### Pushing and Pulling Requirements

• 12 pounds or less	Frequently	• 26 to 40 pounds	Occasionally
• 13 to 25 pounds	Occasionally	• 41 to 100 pounds	Occasionally
• > than 100 pounds	Occasionally		

### Definitions

• <i>N/A</i>	Not Applicable	Activity is not applicable to this occupation
• <i>O</i>	Occasionally	Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)
• <i>F</i>	Frequently	Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)
• <i>C</i>	Constantly	Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

### ENVIRONMENTAL HAZARDS:

The job risks exposure to no known environmental hazards.

### SENSORY REQUIREMENTS:

The job requires normal visual acuity, depth perception, and field of vision, hearing, speaking, and color perception.

*The City of Cayce has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent an expressed or implied contract of employment nor does it alter your at-will employment, and the City reserves the right to change this job description and/or assign tasks for the employee to perform, as the City may deem appropriate.*

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Print Employee Name

Employee Signature

Date Signed

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Print Manager/Supervisor Name

Manager/Supervisor Signature

Date Signed

