



Charter Township of Waterford

Job Description

Desktop Support Analyst

Supervised By:	Information Systems Director
Supervises:	No supervisory responsibility
FLSA:	Non-exempt
Grade:	4 (range: \$49,916-\$57,403)

General Summary:

Under the direction of the Information Systems Director, installs and configures personal computer hardware and software as well as mobile devices within the Township. Works with personal computer users to solve operational problems, and improve system utilization. Maintains and manages Township's fleet of personal computer and mobile hardware. Monitors help desk ticketing system, responds to tickets and help-desk phone calls, and ensures tickets are serviced. May perform some simple computer network troubleshooting, as well as working with other technology systems, such as audio-visuals.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Answer help-desk requests and document corresponding resolution process; escalate to other IS Department staff when appropriate.
2. Manage help-desk ticketing system, including maintaining and configuring ticketing system software.
3. Monitor help-desk tickets to ensure proper follow-up.
4. Perform software installations and upgrades on user PC's, laptops and mobile devices, including application software and operating system updates.
5. Assist users with operating system and application software usage as needed.
6. Perform physical repairs on PC's, laptops, mobile devices, printers and other IT equipment as needed.
7. Install new PC's, printers and other IT equipment as needed.
8. Perform minor network troubleshooting as needed.
9. Perform preventive and routine maintenance on PC's laptops and mobile devices, including operating system updates, regular image backups, malware prevention and security software updates, etc.
10. Monitor user devices for unauthorized software installations and other computer-related policy violations.
11. Maintain complete, accurate and up-to-date inventory of PC's, laptops, servers, mobile devices, network devices and other IT assets.
12. Maintain software system used for IT asset inventory.
13. Ensure that Township is in compliance with licensing requirements for software licensed on user devices.
14. Research and test new generations of operating system and computing platforms for compatibility with applications, and assist in developing upgrade strategies.
15. Assist with minor IT product purchases, software and supplies.
16. Ensure proper disposal of unneeded IT equipment, including environmentally responsible recycling, auctioning, and following best-practice data sanitization procedures.
17. Keep work room and server room tidy and organized, and keep related supplies stocked.
18. Assist other IT staff members as needed.
19. Perform related work as required.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

- Educational requirement includes one or both of the following two:
 - Associates or higher degree in computer science, electronics or related field
 - CompTIA A+ and Network+ certifications
- Three or more years of experience with computer installation, configuration and maintenance, including software responsibilities.
- Thorough knowledge of currently used generation of Microsoft Windows operating system.
- Thorough knowledge of PC and laptop hardware.
- Familiarity with both Android and iOS mobile platforms.
- Thorough knowledge of computer software applications, including operating systems, utilities and office application suites.
- Ability to troubleshoot network problems, including cabling, wireless and TCP/IP issues.
- Proven track record of building trust with users and/or support customers through courteous and professional behavior as well as technical competence and effectiveness.
- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with equipment, users, vendors, service providers and professional contacts.
- Ability to effectively communicate and present ideas and concepts orally and in writing.
- Ability to critically assess situations, solve problems and work effectively under stress, within deadlines and changes in work priorities.
- Must Pass a pre-employment physical and drug screen
- Must pass a background check

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to use hands to finger, handle, or feel; reach with hands and arms; and stoop, kneel, crouch, or crawl. The employee may be exposed to the risk of electrical shock. The employee must frequently lift and/or move moderate to heavy weight objects. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.

While performing the duties of this job, the employee regularly works in a business office setting. The noise level in the work environment is usually quiet.

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Posting Date: 03/12/2021 10:00 a.m.
Closing Date: Open until filled

Application forms for this position can be obtained from the Human Resources Department, 5200 Civic Center Drive, Waterford, Michigan or on the Township's web page <https://www.waterfordmi.gov/jobs>