

**POSITION DESCRIPTION**

**HELPDESK TECHNICIAN**

Information Technology Services  
Administrative Services  
Region Ten Community Services Board

CLASSIFICATION TITLE: Helpdesk Technician

GENERAL STATEMENT OF RESPONSIBILITIES:

This is a FLSA non-exempt position. The Helpdesk Technician is responsible for providing computer assistance to Region Ten staff. The performance of duties requires analysis of facts and determining action based on the practical application of current technology methods. A high level of customer service is to be exhibited in all interactions with staff and colleagues. The ability to work independently on long-term projects is required.

The HIPPA access level for this position is Level One

The essential functions of this job are starred below (\*) under "Major duties."

MAJOR DUTIES:

1. \*Answer Helpdesk requests in person and via phone including troubleshooting both hardware and software problems at all Region Ten locations.
2. \*Deliver and setup PC's on the network and supported software and components at all Region Ten locations.
3. \*Assign, administer, and configure network user and email accounts.
4. \*Document resolutions and task status in tracking system and with users.
5. Work with users both one on one and in groups to train on computer and software use.
6. Provide on-the-job training to new department staff members.
7. Provide computer orientation to new company staff.
8. Other duties as assigned.

ADMINISTRATIVE PERFORMANCE EVALUATION STANDARDS

This position is evaluated according to the Administrative Performance Evaluation Standards.

QUALIFICATIONS:

To ensure the safe and efficient operation of the program, a valid Virginia Driver's License plus an acceptable driving record as issued by the Department of Motor Vehicles are required. For business use of a personal car, a certificate of valid personal automobile insurance must be provided. In addition, the incumbent needs to possess the following knowledge, skills and abilities:

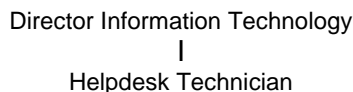
Knowledge of: PC Configuration and upgrading; networking concepts; familiarity with office automation software (word processing, spreadsheets, databases).

Skills in: oral and written communication; organization; technical analysis skills ; and interpersonal interactions.

Abilities to: problem solve and troubleshoot; lift and carry up to 50 lbs; remain calm, courteous and professional at all times.

POSITION LOCATION: Region Ten Community Services Board  
502 Old Lynchburg Road  
Charlottesville, Virginia 22903-4420

POSITION ORGANIZATION CHART



GRADE: 8

SCHEDULE: Monday through Friday, 8:00 a.m. to 5:00 p.m.

Position Description Updated: January 1, 2013

I have reviewed this job description and acknowledge the duties as well as the KSA (knowledge, skills, abilities) included in this description. I also understand the performance standards as they apply to this position.

Signature

Name Printed

Date