City of Watertown Position Description

Position Title	IT – Helpdesk Technician
Department	IT
Division	
Pay Grade	M
Classification	Full-time
FLSA Status	Exempt
Reports To	IT Director
Direct Reports	None
Last Updated	05/2025

Job Summary

The IT Help Desk Technician serves as the primary point of contact for technology support across city departments, providing expert technical assistance while ensuring efficient resolution of IT-related issues. This role combines customer service excellence with technical expertise to maintain productive operations for all city employees.

Essential Functions and Responsibilities

The following duties are primarily performed and are essential for this position. Employees are expected to be able to perform each of these job duties satisfactorily and successfully with or without reasonable accommodation to be qualified for the position. Other duties may be required and assigned.

Administrative Work:

Technical Support and Service Management
- Act as the first point of contact for all IT-related issues and user support requests
- Manage and maintain IT ticketing system, ensuring proper documentation and timely resolution
- Troubleshoot hardware, software, and peripheral device issues across various platforms
- Test software patches and updates in controlled environments before deployment
- Provide remote and on-site technical support for field workers and off-site teams

Asset Management and Documentation
- Maintain comprehensive inventory of all IT hardware and equipment
- Test and evaluate aging devices for potential upgrades or replacements
- Document technical solutions and develop knowledge base articles
- Track IT assets throughout their lifecycle, from procurement to disposal
- Create and maintain end-user documentation for common procedures

User Training and Security Awareness
- Conduct IT onboarding sessions for new employees
- Support cybersecurity awareness initiatives and training programs
- Develop and maintain user guides for city-specific systems
- Provide ongoing technical training to improve user proficiency
- Assist in promoting best practices for technology use

Operations Support
- Participate in after-hours support rotation for critical issues
- Assist with basic network and system troubleshooting
- Support mobile technology solutions for remote workers
- Maintain printer and peripheral device functionality
- Assist with technology setup for meetings and presentations

None.
Minimum Education Qualifications

<u>Education and/or Experience Requirements</u>:

- Associate's degree (2-year) in Information Technology, Computer Science, or a related field
- 2+ years of experience in IT support, helpdesk, or troubleshooting
- knowledge of computer systems, networks, and software troubleshooting
- Strong problem-solving and communication skills for assisting users
- Willingness to learn and adapt to new technologies and IT environments

<u>Licenses, Certifications, and Other Requirements: (optional)</u>
- CompTIA A+
- Microsoft Technology Associate (MTA)
- HDI Customer Service Representative

Minimum Knowledge, Skills, and Abilities Qualifications
In order to perform the functions and responsibilities of the position (listed above) the following knowledge, skills, and abilities are essential.

Technical Support Skills
- Comprehensive knowledge of Windows operating systems and Microsoft Office suite
- Experience with help desk ticketing systems and IT service management
- Understanding of basic networking concepts and troubleshooting
- Knowledge of hardware components and peripheral devices
- Familiarity with remote support tools and technologies
- Experience with mobile device support and troubleshooting

Customer Service Skills
- Excellent verbal and written communication abilities
- Strong interpersonal skills and professional demeanor
- Ability to explain technical concepts to non-technical users
- Patient and empathetic approach to problem-solving
- Experience in high-volume customer service environment
- Ability to maintain composure in stressful situations

Documentation and Organization
- Strong attention to detail and documentation skills
- Ability to maintain accurate records and inventory
- Experience creating technical documentation and user guides
- Proficiency in knowledge base management
- Strong organizational and time management skills
- Ability to prioritize and manage multiple tasks

Technical Competencies
- Desktop hardware and software troubleshooting
- Microsoft Windows and Office suite support
- Basic network connectivity troubleshooting
- Mobile device support and configuration
- Printer and peripheral device maintenance
- Basic security awareness and best practices

Information Technology – Helpdesk Technician

Professional Skills
- Ability to work independently and as part of a team
- Strong problem-solving and analytical skills
- Excellent time management capabilities
- Ability to maintain confidentiality
- Flexibility to adapt to changing priorities
- Commitment to continuous learning

In evaluating candidates for this position, ORGANIZATION NAME may consider a combination of education, training, and experience which provides the necessary knowledge, skills, and abilities to perform the duties of this position.

Physical Requirements
- Ability to lift and carry up to 25 pounds
- Capability to work in various office environments
- Visual acuity to read technical documentation
- Manual dexterity for equipment repair and maintenance
- Mobility to access different work areas and facilities

Work Environment
- Standard office environment with exposure to various technical equipment
- Occasional work outside normal business hours for system maintenance
- On-call rotation for after-hours support
- Travel between city facilities as needed

EOE / ADA Statement

The City of Watertown is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City of Watertown will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Nothing in this job description limits management's right to assign or reassign duties and responsibilities to this job at any time. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement or affect the at-will nature of the employment arrangement between the employee and company and is subject to change by the employer as the needs of the employer and requirements of the job change.

Signatures:

Employee: _____ Date: _____

Department Head: _____ Date: _____