

Information Technology Helpdesk Analyst

Position Summary:

The Information Technology Helpdesk Analyst is responsible for ensuring that the department's information technology is functioning to enable department staff to effectively and efficiently complete their daily tasks. The Information Technology Helpdesk Analyst provides onsite and remote technical assistance, problem resolution, and general support to department end users related to computer systems, hardware, and software.

Essential Duties:

- Assists in hardware and software rollouts to the department.
- Installs and configures new computers onsite and remotely.
- Responds to requests for assistance and questions concerning hardware and software.
- Utilizes a ticketing system to document all staff communication, troubleshooting steps, and resolutions.
- Diagnoses, troubleshoots, and resolves end-user technical issues, reassigning or escalating advanced inquiries to appropriate staff.
- Uses remote monitoring and testing tools.
- Talks end users through basic problem-solving processes.
- Follows-up with end users to ensure that issues were resolved.
- Coordinates with the local government information technology office.
- Recommends department level purchases, policies, or processes.
- Checks network monitoring systems and backed-up information on a regular basis.
- Performs weekly, monthly, and quarterly maintenance tasks on systems.
- Manages user account information in active directory and within applications, including changes in accordance with policies and procedures.
- Provides regular reports regarding issues and the status of projects and reported problems.
- Implements special information technology projects as required.
- Performs related work as required.

The above statements reflect the general duties considered necessary to describe the principal functions of the job. The and shall not be considered as a detailed description of all the work requirements that may be inherent in the job.

Public Health Core Competencies:

The Core Competencies for Public Health Professionals contain 56 competency statements that apply across the public health workforce for all those engaged in the practice of public health. All of the Core Competencies are vital for the effective provision of public health activities. While the person in this position may be called on to demonstrate other Core Competencies, below is a list of the most essential for this position.

- 4.1. Applies principles of ethics, diversity, equity, inclusion, and justice.
- 7.10. Applies critical thinking in decision making.
- 7.11. Engages individuals and teams to achieve program and organizational goals.
- 7.12. Facilitates collaboration among individuals, groups, and organizations.
- 7.13. Engages in performance management.

Qualifications:

- Bachelor's or Associate Degree in Computer Science, Information Technology, Information Systems, Business, Computer Technology OR
- High school graduate OR
- Equivalent and 2 years of experience providing IT support.
- Experience with Windows 7 and 10.

Required Knowledge, Skills, and Abilities:

- Knowledge of PC hardware, cabling, software packages, installing and troubleshooting PC equipment, Windows 7 and 10, local area network (LAN).
- Knowledge of network fundamentals.
- Knowledge of backup and recovery strategies.
- Customer service skills.
- IT diagnostic skills.
- Problem-solving skills.
- Written and verbal communication skills.
- Relationship-building skills.
- Ability to set priorities.
- Able to multitask, prioritize, and manage time efficiently.
- Ability to manage details.
- Ability to work under pressure and within tight deadlines.
- Ability to follow protocol, procedures, and established guidelines.
- Ability to work as part of a team.
- Ability to interact appropriately and effectively with a wide range of persons.
- Ability to maintain and handle confidential information.
- Ability to adapt to changing circumstances and needs.
- Ability to manage a demanding and changing workload.
- Demonstrated strong work ethic.

Physical Demands:

- Alternating between standing and sitting.
- Fine motor manipulations.
- Hearing.
- Keyboarding.
- Near visual acuity.
- Sitting.
- Speaking.

The Health Department is an equal opportunity employer.

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