



August 18, 2022

## **PUBLIC NOTICE**

The City of South Salt Lake is accepting applications from for the following position:

### **IT Help Desk Technician**

#### **POSITION SUMMARY**

The IT Help Desk Technician is a technical position that works under the direction of the IT Division Manager. This position is the primary point of contact for City personnel to get IT support or assistance. The Help Desk Technician will assist all city staff with their IT issues and track the status of their issue until resolved. This position will maintain, track, and deploy mobile devices and accounts; manage the City's security awareness training for staff, and assist with other IT support responsibilities as needed including deployment of all types of computer hardware and software.

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#### **ESSENTIAL RESPONSIBILITIES AND DUTIES**

##### **MINIMUM QUALIFICATIONS**

1. Participates in the overall City IT administration.
  - 1.1 Responds to employee phone calls and emails requesting help with technical issues and tracking the issues until resolved.
  - 1.2 Basic troubleshooting of desktops, laptops, printers, and other hardware peripherals
  - 1.3 Assists in the replacement of computer hardware components and equipment, and installs system updates
  - 1.4 Installs, modifies and repairs computer hardware and software
  - 1.5 Provisions and deploys laptops and configures or supports email accounts
  - 1.6 Supports City personnel on various software platforms like Windows, Google APPS, Microsoft Office 365, Zoom, etc.
  - 1.7 Manages City personnel desk phones, accounts, and voicemail
  - 1.8 Manages City-issued mobile devices and accounts
  - 1.9 Manages security awareness training for all City personnel
  - 1.10 Assists with other IT support responsibilities as needed
2. Assists as needed in all areas of City IT to troubleshoot and resolve technology problems.

#### **EDUCATION, EXPERIENCE AND CERTIFICATIONS**

Graduation from high school or GED equivalent, completion of relevant IT-related training or CompTIA certifications (CompTIA A+, Net +) preferred, and a minimum of one year of related experience.

Preference will be given to individuals with knowledge and skills in networking, operations, and problem resolution. Must be customer service oriented, have good interpersonal and client-handling skills, the ability to manage expectations, the ability to participate effectively in a team effort, and the ability to learn quickly.

Must possess a valid state driver's license or have the ability to obtain one prior to employment.

### NECESSARY KNOWLEDGE, SKILLS AND ABILITIES

1. Knowledge of Computer Networking, TCP/IP, DNS, Windows OS, Apple iOS; knowledge of software applications including Office 365, Word, Excel, Power Point. Basic knowledge of computer hardware systems; knowledge of wireless technology; knowledge of telephone systems, and basic knowledge of network cabling, troubleshooting, and problem-solving.
2. Skill in the use of precision hand tools used in computer adjustments and repair.
3. Ability to communicate with City computer users to quickly discern hardware and software problems or provide necessary training in the use and application of various software programs.

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### PHYSICAL DEMANDS/WORK ENVIRONMENT

The physical demands and work environment characteristics described here are representative of those that must be met or will be encountered by an employee while successfully performing the essential functions of this 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 frequently required to use hands and arms to operate objects, tools or controls. The employee is occasionally required to climb, balance, stoop, kneel, crouch or crawl. The employee is frequently required to walk, stand, sit and talk or hear. The employee must frequently lift and/or move up to 25 pounds, and occasionally lift weights up to 50 pounds. Specific vision abilities required by this job include close vision, color vision, and the ability to adjust focus.

The employee frequently works near moving mechanical parts or in outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions and frequently to hot and cold temperatures. The employee may be work near or with fumes, toxic or caustic chemicals. The noise level in the work environment can reach moderately noisy levels. The employee works in public spaces and frequently interacts with people.

The employee is required to wear a uniform and personal protective equipment including safety vest, long pants, boots, and as needed ear and eye protection.

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The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of the 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 is subject to change by the employer as the needs of the employer and requirements of the job change.

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**GRADE: 19**

**SALARY RANGE: \$24.24 - \$36 .67 per hour**

**CLOSING DATE: Open Until Filled**

### MUST COMPLETE CITY APPLICATION

Resumes submitted without application will not be considered.

Application available on website at <https://southsaltlakecity.casellehire.com/jobs/>

**FINAL APPLICANT MUST SUBMIT TO AND PASS A DRUG SCREEN AND CRIMINAL BACKGROUND CHECK**

**EQUAL OPPORTUNITY EMPLOYER  
THIS ORGANIZATION USES E-VERIFY**