



# Help Desk Technician

## J o b D e s c r i p t i o n

### JOB INFORMATION

Approved Date:	4/30/2026 1:24:46 PM
Working Title:	Help Desk Technician
Job Family:	Technology
Classification:	Technology Technician

### ORGANIZATION

Department:	Information Services
Cost Center/Program:	5161 - Information Services - Technical Services
Exemption Status:	Non Exempt
Union:	AFSCME 1308 - Courthouse

### JOB SUMMARY

The responsibilities of this classification includes performing a variety of routine technical activities involving the installation, configuration, maintenance and repair of personal computer equipment, software, peripherals and telephones; consults on software problems and repairs operating system problems; receives, logs, monitors and responds to requests for service; and provides technical advice and assistance to personal computer users.

#### Distinguishing Characteristics

Technology Technician is the first level of a six level technical computer support classification series. The Technology Technician class is distinguished from the other classes based on level of expertise required. Incumbents may be responsible for performing in-person and on-call Tier 1 and Tier 2 technical support. May provide application support, troubleshoot performance issues, execute updates and patches, and assist with both desktop units and peripheral devices. The technician series is distinguished from other computer classifications by technical duties primarily associated with assisting personal computer users.

This position provides professional and technical expertise in the area of Desktop computer support. Responsibilities include providing a variety of routine technical support functions such as receiving customer service requests, system and network password administration and Microsoft Active Directory user accounts. This position is required to troubleshoot, and resolve issues related to Microsoft Office Suite, Microsoft Operating Systems, Outlook, VoIP phones, county owned printers, PC hardware and software. Software support includes device build process using Windows deployment technologies. Hardware support includes diagnosing physical issues related to PC's, Printers/ scanners, Signature Pads, Laptops, Televisions, Smartboards, tablets and other associated peripherals. This position is also responsible for PC Inventory and PC fleet management.

### JOB FUNCTIONS

#### Essential Functions

Essential Function	% TIME
Performs routine tasks such as password resets for Voicemail and Active Directory. The ability to recognize complex issues and resolve, escalate when appropriate.	5%
Performs routine hardware, software and phone installs. Responsible for the maintenance, configuration of print servers and the Windows Deployment Server. Responsible for Audio / Video support of conference rooms county wide.	10%
Respond to requests for technical assistance in person, via phone and electronically. Document problems and conversations to create work orders that can be referenced by other technicians.	30%
Analyze, diagnose and resolve hardware and software related issues. Duties include providing a variety of technical support functions for Kitsap County, junior districts and municipalities. Diagnose	50%

## Essential Functions

Essential Function	% TIME
and resolve problems related to email, operating systems, printers, hardware, software and voice\data and audio / video infrastructure support.	
Test and evaluate Microsoft software to include operating systems, office suites and customer requested specialized software. Researches and recommends system-wide changes to address common issues that impact all county users.	5%

## Required for All Jobs

<ul style="list-style-type: none"> <li>Performs other duties as assigned</li> </ul>
<ul style="list-style-type: none"> <li>Complies with all policies and standards</li> </ul>

This Job is Essential	<input type="checkbox"/>
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## QUALIFICATIONS

Education			
Education Level	Education Details	Required/ Preferred	
Associate's Degree	Computer Science or closely related field from a college or university accredited by an agency recognized by the US Department of Education	Required	

## Work Experience

Experience	Experience Details	Required/ Preferred	
1 year	experience and/or training related to area of assignment.	Required	
	Experience working with Microsoft Office Suite/Operating Systems, Outlook, and SharePoint.	Preferred	

## Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Preferred	
	A+ Certification		Preferred	

## Equivalency

Relevant work experience demonstrating required knowledge, skills, and abilities may substitute for educational requirements. Work experience is essential and cannot be replaced by additional education.
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## Knowledge, Skills and Abilities

KSAs	
Appear for scheduled work and complete assigned tasks within a reasonable period of time.	
Establish and maintain effective working relationships with others using tact, courtesy and good judgment.	
Maintain confidentiality and adhere to policy and procedures of the county and department.	
Communicate effectively orally and in writing.	
Utilize various computer applications specific to the department including databases, word processing, document imaging, spreadsheets, and web-based systems for entering, retrieving and researching data and records.	
Physically perform assigned duties and essential functions of the position.	
Computer hardware and software programs, configurations and peripherals including printers and scanners.	High

Operating systems and applications software typically used with personal computers; hardware and software troubleshooting techniques; Customer Service techniques	Medium
Phone / Email etiquette	High
Troubleshooting computer hardware and software problems;	Medium
Setting up PC hardware and peripherals;	High
Installing and configuring PC software;	Medium
Installing voice communication systems;	Medium
Time management;	High
Establishing and maintaining effective working relationships with staff at all organization levels and with the public;	High
Working knowledge of Audio / Video Systems;	Medium

## Core Competencies

Demonstrates values-based competencies in line with the core values that are the foundation of all activities performed by employees in order to achieve the Mission of the Company:	
Time Management	Uses their time effectively and efficiently; values time; concentrates their efforts on the more important priorities; gets more done in less time than others; can attend to a broader range of activities.
Drive for Results	Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very bottom-line oriented; steadfastly pushes self and others for results.
Customer Focus	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.

Remote Employment	
Remote Employment Type:	
Remote Employment Text:	

## Weight Bearing Activities

Physical Activity Performed	Frequency/Percentage Time/Max Time	Examples of how activity is performed
Weight Bearing (Standing & Walking)		
Weight Bearing Standing		
Weight Bearing - Walking		
Walking on Uneven Terrain	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
Running		
Jumping		
Climbing Ladder, stairs, stools	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	may periodically climb stairs
Balancing	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	to access low filing cabinets/ shelves
Bending at the waist	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	accessing files, office supplies, and equipment

## Weight Bearing Activities

Physical Activity Performed	Frequency/Percentage Time/Max Time	Examples of how activity is performed
Twisting at the waist	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	to access low filing cabinets/ shelves
Stooping Slight bend at knees		
Squatting		

## Other - Non-Weight Bearing

Physical Activity Performed	Frequency/Percentage Time/Max Time	Examples of how activity is performed
Sitting	Continuously: 67%+ - Occurs more than 5.6 hours per shift.	
Kneeling One or both knees		
Crawling On hands and knees		
Lying Down		
Back, side or stomach		

## Lifting/Carry/Push/Pull

### Lifting

Physical Activity Performed	Frequency/Percentage Time/Max Time	Examples of how activity is performed
Lifting 0-10 lbs	Occasionally: 11-33% - Occurs 31 minutes to 2.5 hours per shift.	office supplies, paperwork, and files
Lifting 11-20 lbs	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	office supplies, paperwork, and files
Lifting 21-35 lbs	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	office supplies, paperwork, and files
Lifting 36-50 lbs	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
Lifting 50 + lbs	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	

### Carry

Physical Activity Performed	Frequency/Percentage Time/Max Time	Examples of how activity is performed
Carry 0-10 lbs	Occasionally: 11-33% - Occurs 31 minutes to 2.5 hours per shift.	office supplies, paperwork, and files
Carry 11-20 lbs	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	office supplies, paperwork, and files
Carry 21-35 lbs	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	office supplies, paperwork, and files

## Carry

Physical Activity Performed	Frequency/Percentage Time/Max Time	Examples of how activity is performed
Carry 36-50 lbs	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	

## Pushing

Physical Activity Performed	Frequency/Percentage Time/Max Time	Examples of how activity is performed
Pushing 0-10 lbs	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	file drawers, office equipment, files
Pushing 11-20 lbs	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	file drawers, office equipment, files
Pushing 21-35 lbs	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
Pushing 36-50 lbs	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	

## Pulling

Physical Activity Performed	Frequency/Percentage Time/Max Time	Examples of how activity is performed
Pulling 0-10 lbs	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	file drawers, office equipment, files
Pulling 11-20 lbs	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	file drawers, office equipment, files
Pulling 21-35 lbs	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
Pulling 36-50 lbs	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	

## Upper Extremity/Arm Movement

	Dominant Arm - Frequency/Percentage Time/Max Time	Non-Dominant Arm - Frequency/Percentage Time/Max Time	Examples of how activity is performed
Reaching Above shoulder level	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	accessing files, office supplies, and equipment
Reaching at shoulder level	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	

## Upper Extremity/Arm Movement

	Dominant Arm - Frequency/Percentage Time/Max Time	Non-Dominant Arm - Frequency/Percentage Time/Max Time	Examples of how activity is performed
Reaching below shoulder level	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	
Steering Equipment, Vehicles			

## Cervical Spine/Neck Movement

Physical Activity Performed	Frequency/Percentage Time/Max Time	Examples of how activity is performed
Extension of neck looking forward		
Flexion of neck looking downward		
Twisting of neck side to side		

## Upper Extremity/Hand Activities

	Dominant Arm - Frequency/Percentage Time/Max Time	Non-Dominant Arm - Frequency/Percentage Time/Max Time	Examples of how activity is performed
Fine Manipulation			
Keyboarding/Typing			
Simple Grasp	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	office supplies, equipment, phone
Up & Down Flexion of Wrist			
Side to Side Motion of Wrist			
Turning/Rotation of wrist/hand			
Gross Manipulation			
Powerful Grasp/Tight Grasp	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	office supplies, equipment, phone
Hand Controls			
Repetitive Motion			

## Sensory Functions (See, Hear, Smell)

Physical Activity Performed	Frequency/Percentage Time/Max Time	Examples of how activity is performed
Sight: Distinguish objects, depth perception, field of vision, color identification, near and far acuity necessary to operate equipment, machinery, etc.	Continuously: 67%+ - Occurs more than 5.6 hours per shift.	documents, computer screen, files may be color coded
Hearing: Comprehend oral language and sounds and react appropriately. Follow oral directions.	Continuously: 67%+ - Occurs more than 5.6 hours per shift.	
Speaking: Orally communicate information and ideas with comprehension	Continuously: 67%+ - Occurs more than 5.6 hours per shift.	
Reading: Comprehend and retain the written word.	Continuously: 67%+ - Occurs more than 5.6 hours per shift.	documents, computer screen
Writing: Composing communications in writing		
Math: Compute a series of numeric variables, measurements		

## Working Conditions

Physical Activity Performed	Frequency/Percentage Time/Max Time	Examples of how activity is performed
Uneven Ground	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
Exposure to Bloodborne Pathogens		
Work Outside	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
Customer/Public Contact		
Work Inside	Continuously: 67%+ - Occurs more than 5.6 hours per shift.	office environment
High Elevations	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
Moving Objects	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
Slippery Surface	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
Wetness	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
Temp.Humid/ Extremes	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	

## Working Conditions

Physical Activity Performed	Frequency/Percentage Time/Max Time	Examples of how activity is performed
Temp. Cold Temp	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
Confined Spaces	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
Special Clothing	Continuously: 67%+ - Occurs more than 5.6 hours per shift.	
Vibration	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
Use of Solvents	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
Use of Detergent	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
Chemical Contact	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
Chemical Vapors	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
Dust or Particles	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	
Toxic Substances		
Explosives		
Radiation		
Electricity		
Noise intensity		

## Mental/Psychological Demands

Mental/Psychological Demands	Required Yes/No (Blank)	Examples
Understand & follow directions - with little or no direction		
Memory - Ability to remember and recall procedures, processes and activities routine in nature.		
Regular and reliable attendance		
Ability to problem Solve		
Ability to perform complex & varied tasks		
Ability to develop & maintain positive work environments		
Ability to supervise/lead and influence others		

## Operational Equipment

Physical Activity Performed	Frequency/Percentage Time/Max Time	Examples of how activity is performed
Foot Controls		
Mechanical/Electrical parts		
Driving – Regular Vehicle		
Driving DOT/CDL Vehicle		
Operate Heavy Equipment		
Operate Heavy Machinery		
Small hand tools		
Operate power equipment such as drill/saws		

## Other Requirements

Equipment, Machines, Vehicles Operated:	
Tools, Implements Used:	
Special Knowledge, Skills and Abilities:	
Respirator Use Required (other than nuisance dust mask). Describe:	

## PRE-EMPLOYMENT EXAMS

## POST-EMPLOYMENT

## COMPENSATION

Annual Max:	\$0.00
Annual Min:	\$0.00
Hourly Max:	\$39.54
Hourly Min:	\$30.91