

County of Berks

POSITION DESCRIPTION FORM

Position Title: Enterprise Support Technician

Department: Information Systems (IS) Reports To (Title) Enterprise Manager

Wage Category: Exempt Non-Exempt

EEO-1 Category Technician Union Classification: N/A

POSITION SUMMARY:

Enterprise Support Technician provides support to end users on a variety of issues. The candidate provides customer and technical support to end users via phone, email, messaging and direct contact. The candidate documents, tracks and monitors the problem to ensure a timely resolution. The Enterprise Support Technician maintains, analyzes, troubleshoots, and repairs end user systems, hardware and peripherals. The candidate also documents, maintains, upgrades or replaces and enterprise hardware and software systems. The candidate supports and maintains user account information including rights, security and systems groups. The Enterprise Support Technician provides network, phone, video and security support. This position may be on call for emergency 24/7 support.

POSITION RESPONSIBILITIES:

Essential Functions

Problem analysis and application of resolution for PCs and peripheral equipment in accordance with accepted practices and County policies.

Provide remote and on-site assistance to County employees, vendors, contractors, municipal partners and first responders as necessary to support the business functions of the County.

Installation and inventory of enterprise equipment, end user equipment and peripherals.

Provide professional, courteous and timely end user assistance.

Maintain accurate and up to date metrics, documentation and time tracking.

Assists users with problem solving using various techniques and tools.

MINIMUM EDUCATION AND EXPERIENCE:

1. Associate's degree or equivalent.
2. Two (2) years experience in the field or related area.
3. Microsoft Desktop Certification or at least 3 years of desktop support experience.
4. Any equivalent combination of education and experience which provides the required knowledge, skills, and abilities.

MINIMUM KNOWLEDGE, SKILLS AND ABILITIES:

1. Familiar with standard concepts, practices, and procedures within the field.
2. General understanding of network environments and connectivity
3. Good oral and written communication skills
4. Good interactive communication skills
5. Working knowledge of Active Directory, remote tools and end user support methodology
6. General knowledge of Microsoft products

PHYSICAL DEMANDS:

Ability to lift and carry computer and peripheral equipment, weighing up to 20lbs, short distances with a limited amount of bending, crouching, crawling, and stretching.

WORKING ENVIRONMENT:

Most work is performed in a normal office environment. A small percentage (<5%) of work may be performed in confined spaces that may be dusty, damp and/or dirty. Position requires regular travel to satellite County locations. The position also requires occasional travel to municipal offices and police departments. Incumbent needs access to transportation.

This position description serves as a guideline for communicating the essential functions and other information about the position to the applicant/employee. It is not intended to create a binding employment contract nor cover every detail of the position and may be changed where appropriate.