

## **HELP DESK TECHNICIAN**

**Union: AFSCME 2859**

**Salary: \$32,000 - \$62,000/Yr.**

**Department: Assistant Township Manager**

**Closing Date: Open Until Filled**

*The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified*

### **GENERAL PURPOSE**

The position is responsible for the support of computer service requirements for the Township's computer network, in addition to technical responsibilities of hardware and software applications including personal computers, trunked radio system, and township cable station. Assists in coordinating and directing the work of designated support staff assisting with Departmental computer efforts.

### **SUPERVISION RECEIVED**

Works under the direct supervision of the Assistant Township Manager

### **SUPERVISION EXERCISED**

None.

### **DUTIES AND RESPONSIBILITIES**

1. Perform daily troubleshooting and resolution of software/hardware issues. Assist staff in the identification and resolution of technical system software and/or hardware problems, and prepare appropriate reports.
2. Set-up and install hardware equipment such as PC's, monitors, printers, scanners, etc. Install and configure new PC software/hardware.
3. Monitors day-to-day operation and maintenance of the LAN/WAN system, including maintaining regular back-ups of all system data.
4. Monitors LAN/WAN security and promptly reports any security breaches through the established chain-of-command.
5. Assists with identification and troubleshooting of connectivity and/or operational issues with all Township agencies connected to the LAN/WAN.
6. Assisting staff members in the development of databases, spreadsheets, documents, and/or report creation.
7. Technical assistance and maintenance of cable station hardware and software applications.
8. Other duties as required.

## **JOB REQUIREMENTS**

1. Must have knowledge of Local/Wide Area Network (LAN/WAN) technology and topology including, but not limited to, Microsoft Windows networking, Ethernet connectivity, and TCP/IP protocols. Must have ability to learn and administer existing network and desktop computer and software systems.
2. Requires experience installing, configuring, and troubleshooting Microsoft Windows XP/2000, Microsoft Office, and Intel-based PC hardware in a networked environment.
3. Requires basic knowledge of the theory and application of network management, network operating systems, network topology and connectivity, and the ability to troubleshoot software and hardware problems.
4. Must have/obtain, and maintain knowledge of the current practices in the areas of local and wide-area networking, business applications, Internet/Intranet operation, data communications, and telecommunications.
5. Must possess valid N.J. driver's license.

## **DESIRED MINIMUM QUALIFICATIONS**

### **Education and Experience:**

Minimum 2 years professional level experience in systems analysis and personal computer or mini-computer hardware and software operation and maintenance. Experience with help desk tracking systems and video production desired.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to operate, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee is occasionally required crawl and/or work in cramped spaces (e.g., under desks) during the installation or troubleshooting of PC's, printers, and associated equipment.

The employee must occasionally lift and/or move up to 75 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderately quiet.

## **SELECTION GUIDELINES**

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

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 logical assignments to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

**Applications available at the Personnel Office, Franklin Township, 475  
Demott Lane, Somerset, NJ 08873 or on the Township website:  
[www.franklintwpnj.org](http://www.franklintwpnj.org)**

**THE TOWNSHIP OF FRANKLIN DOES NOT DISCRIMINATE ON THE BASIS  
OF RACE, COLOR, NATIONAL ORIGIN, RELIGION, SEX, SEXUAL  
PREFERENCE, AGE OR HANDICAP.**

**THE TOWNSHIP OF FRANKLIN IS A DRUG FREE WORK PLACE**