

## Job Posting: Notice of Vacancy

It is the intention of the LaSalle County Health Department to fill one or more vacancies in the following job classification.

Classification: Help Desk Technician  
Location: LaSalle County

Department: LaSalle County IT Department  
707 East Etna Road  
Ottawa, IL 61350

Regular Work Week: Monday through Friday

Hours of Work: Report to work 8:00am to 4:30pm Monday – Friday.

Annual Salary: \$33,000 - \$37,000

See *Job Description* for Duties, Minimum Qualifications and Physical Demands

Interested persons should apply by providing a resume and completed LaSalle County employment application and returning it to:

LaSalle County IT Department  
Attn: IT Director  
707 East Etna Road  
Ottawa, IL 61350

# LaSalle County

## Job Description



**Job title: Helpdesk Technician**

**Work Location: Lasalle County Government Complex**

**Division/Department: IT**

**Reports to: Director of IT**

**Employment Classifications:**

- Full-time    Part-time  
 Exempt    Nonexempt  
 Salaried    Hourly  
 Bargaining Unit

**Salary Grade: \_\_\_\_\_**

**Current Employee holding position is:**

**Essential Duties and Responsibilities:**

The Helpdesk Technician will work under the direction of the Director of IT in the management of local and wide area networking and computer support. The Helpdesk Technician will assist in providing training, technical assistance, consulting, and other related services within this area

1. Provide "in-house" computer support relating to software and hardware problems.
2. Log all trouble tickets into ticketing system for tracking and resolution documentation.
3. Maintain inventory of spare parts for all pc equipment.
4. Assist in relocating equipment to new offices or locations when necessary.
5. Utilize technology to provide staff with a fast, accurate, and secure method of gaining access to information.
6. Assist the Network Administrator and Webmaster on projects when necessary.
7. Assist in the purchasing of related products.
8. Remains up-to-date with new technology that may be utilized.
9. Maintains documentation of all county computer systems and software.
10. Pass on any feedback or suggestions by customers to appropriate team members
11. Assist in supporting the VOIP phone system
12. Other duties as assigned

**Education and/or Work Experience Requirements:**

**MINIMUM EDUCATION:** Associate Degree in computer science or equivalent combination of education and experience.

**MINIMUM WORK EXPERIENCE:** Minimum one year work experience in IT/Networking related field.

Date Created: \_\_\_\_\_ Date Revised: \_\_\_\_\_ Approvals: \_\_\_\_\_

**REQUIRED LICENSES, CERTIFICATIONS, REGISTRATIONS:**

**REQUIRED SKILLS:**

1. Knowledge of following OS's (Windows XP, Windows 7, and Windows 10).
2. Knowledge of Microsoft Office
3. Extensive knowledge of personal computers, printers, and related topics.
4. Must have valid driver's license and proper automobile insurance.
5. Ability to work in a team environment.
6. Ability to communicate effectively and professionally with various department personalities to resolve IT matters.
7. Must hold any confidential information received from any department in LaSalle County in strict confidence and shall exercise a reasonable degree of care to prevent disclosure to others.

**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 the essential functions.*

Requires sitting (5-8 hrs), standing/walking (4-6hrs). This position experiences occasional bending, twisting, squatting, climbing and reaching movements. Defined Sedentary Work - May require lifting up to 20 pounds and carrying objects weighing up to 10 pounds.

**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.*

Most activities are performed indoors in an office setting. While performing the duties of this position, the employee is subject to normal consistent temperatures. The noise level in the work environment is moderate.

This job description is intended to describe the general nature and level of the work being performed by the person in this position. Principal duties and responsibilities are intended to describe those functions that are essential to the performance of this job, and "other" duties and responsibilities include those that are considered incidental or secondary to the overall purpose of this job.

This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties or tasks as requested by management. All requirements are subject to possible modification in order to reasonably accommodate individuals with disabilities

**LaSalle County reserves the right to modify, interpret, or apply this job description in any way the County desires. This job description is not intended nor should be construed to be an exhaustive list of all responsibilities, tasks, skills, efforts, working conditions, or similar behaviors, attributes or requirements associated with this position. The aforementioned job requirements are subject to change to reasonably accommodate qualified individuals with a disability.**

**This job description is not an employment contract, implied or otherwise. Except as otherwise provided by a collective bargaining agreement or applicable law, all employees are at-will. This job description is not intended to void, replace, or conflict with negotiated union contracts. To the extent a collective bargaining agreement conflicts with this job description, the collective bargaining agreement shall supersede and/or modify this job description.**

**I have read, reviewed and agree that this job description accurately reflects the position.**

Date Created: \_\_\_\_\_ Date Revised: \_\_\_\_\_ Approvals: \_\_\_\_\_

**ACKNOWLEDGEMENT**

I have read or had explained the essential duties, responsibilities and minimum qualifications of this position for which I am expected to perform. I have reviewed the essential functions and work environment characteristics and I understand them completely.

**Print Employee Name:**

**Employee signature:**

**Date:**

**Supervisor signature:**

**Date:**