Title: Desktop Support Technician – Part-Time	
Department: Information Technology	
Status: Non-Exempt	

Summary Objective

The purpose of this position is to provide technical support, with general supervision, for the computer hardware and software of the City of Franklin employees in various departments. This position will respond to support requests to troubleshoot and resolve issues and provide excellent customer support to City of Franklin employees.

Essential Functions

The essential functions listed below are those that represent the majority of the time spent working in this class. Management may assign additional functions related to the type of work of the class as necessary.

- Configure and install computer systems and peripherals.
- Ensures computer hardware and software is operating properly; Maintains, analyzes, troubleshoots, diagnose, and repairs problems with hardware and software.
- Responds to helpdesk calls and emails in a timely manner.
- Supports and maintains user account information.
- Performs related work as assigned.

Knowledge, Skills, and Abilities

- Knowledge of Windows Operating System and Microsoft 365 products.
- Knowledge of common computer hardware components and peripherals.
- Knowledge of Active Directory and how to create new user accounts or perform a password reset on a domain account.
- Ability to gather information, diagnose and repair common computer hardware and software related issues.
- Ability to understand and follow complex oral or written instructions.
- Ability to establish and maintain effective working relationships with supported City employees.
- Ability to communicate complex technical information in a manner that can be understood by others.
- Ability to research and identify solutions that align with business best practices to resolve new computer related issues.
- High level knowledge of computer networking topics, such as IP addresses, DHCP, and DNS

Minimum Education and Experience Requirements:

- Associate's degree in an information systems related field, or 1 to 2 years of experience in a desktop support technician related role, or any equivalent combination of training and experience which provides the required skills and knowledge.

Desktop Support Technician

Physical Demands:

Physical demands refer to the requirements for physical exertion and coordination of limb and body movement.

- Performs sedentary work that involves walking or standing some of the time and involves exerting up to 40 pounds of force occasionally and recurring basis or sustained keyboard operations.

Unavoidable Hazards (Work Environment):

Unavoidable hazards refer to the job conditions that may lead to injury or health hazards even though precautions have been taken.

- None

Special Certifications and Licenses:

- Must possess and maintain a valid state driver's license with an acceptable driving history.

Americans with Disabilities Act Compliance

The City of Franklin is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

Standard Clauses

May be required to work nights, weekends and holidays to meet the business needs of the City.

This job description is not designed to cover or contain a comprehensive listing of essential functions and responsibilities that are required of an employee for this job. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice.

Essential Safety Functions

It is the responsibility of each employee to comply with established policies, procedures and safe work practices. Each employee must follow safety training and instructions provided by their supervisor. Each employee must also properly wear and maintain all personal protective equipment required for their job. Finally, each employee must immediately report any unsafe work practices or unsafe conditions as well as any on-the-job injury or illnesses.

Every manager/supervisor is responsible for enforcing all safety rules and regulations. In addition, they are responsible for ensuring that a safe work environment is maintained, safe work practices are followed, and employees are properly trained.