



Position Description

**MUST BE A RESIDENT OF
MARION COUNTY, INDIANA**

Position Title: Technician – Information Help Desk	Department: Information Technology
Supervisor’s Title: Chief of Staff	FLSA Status: Non - Exempt

POSITION PURPOSE

This role will respond to technical requests and issues created using the ticketing system. This person is expected to work independently and handle various Township Information technology (IT) issues.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

To be successful in this role, an individual must be able to perform the functions listed below satisfactorily. The Township will make reasonable accommodations to enable individuals with disabilities to perform these functions.

- Completes any job assignment that may be deemed necessary to fulfill the mission of the Township.
- Reacts to change productively and handles other tasks as assigned.
- Communicates with clients and the public in a courteous and respectful manner.
- Provide end-user support (Help Desk function.)
- Manage and support users and their related devices.
- Support and troubleshoot Microsoft products.
- Manage updates, patches, and configuration changes on hardware.
- Introduce, integrate, and configure new technologies into the existing environment
- Maintain and develop system documentation, policies, procedures, forms, instructions, etc.
- Assign and maintain the equipment asset tag system.
- Perform routine audits of systems and software.
- Install and update desktops, laptops, cellular devices, peripherals, networks, and related software.
- Troubleshoot all information technology issues, including software, hardware, and networking.
- Manage incidents and user requests through an established incident and request management system.

SUPERVISORY RESPONSIBILITIES

- This position has no direct reports or supervisory responsibilities.

EDUCATION AND/OR EXPERIENCE

To perform this job successfully, an individual must have the following education and/or experience:

- High school diploma or equivalent.
- Two years of relevant IT work experience
- Network , A , Security certifications are a strong plus
- SharePoint administration experience is a strong plus
- Active Directory experience is a strong plus
- Office 365 application experience is a strong plus

This description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements.

[Center Township of Marion County is an Equal Opportunity Employer](#)

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KNOWLEDGE, SKILLS, AND ABILITIES

The requirements listed below represent the knowledge, skills, and/or abilities required to perform each essential duty satisfactorily. The Township will make reasonable accommodations to enable individuals with disabilities to perform these functions.

- Ability to understand and categorize technical problems at Tier 1 and possibly Tier 2 level.
- Ability to communicate information and ideas so others will understand.
- Must be able to exchange accurate information.
- Proficiency with computers, including proficiency with Microsoft Office, internet, information systems, computer security, and application support packages, including the ability to install, maintain, and repair computers and computer software and hardware.
- Ability to operate office equipment, including copiers, fax machines, and phones.
- Ability to manage multiple responsibilities and work in a deadline-oriented environment.
- Ability to work independently with work reviewed on a regular basis.
- Ability to interact with others, both in person and through phone, e-mail, and written correspondence.
- Must have excellent prioritization, responsiveness, and customer service skills.
- Bilingual candidates are encouraged to apply.
- Requires the ability to quickly adapt and adjust priorities in a fast-changing environment.
- Organized with the ability to perform focused work with close attention to detail.
- Ability to be honest, trustworthy, and ethical at all times.
- Ability to deal courteously and firmly with the public and demonstrate sound independent judgment.
- Ability to maintain strict confidentiality.

PHYSICAL DEMANDS

The physical demands described here represent those an individual must meet to perform the essential functions of this job successfully. The Township will make reasonable accommodations to enable individuals with disabilities to perform these functions.

- Ability to work in a fast-paced, deadline-oriented environment.
- Ability and willingness to work in close quarters, outdoors, and lift objects up to 30 lbs. in weight.
- Ability to stand and sit for extended periods, kneel/bend, and move throughout the workday.
- Strong sensory skills include good hearing, dexterity, feeling, and good eyesight, including peripheral vision.
- Willingness to work occasional evenings and weekends for special events, meetings, or outreach opportunities as needed.

Employee signature below indicates the employee's understanding of the requirements, essential functions, and duties of the position.

Employee _____ Date _____

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