



CITY OF DULUTH
3167 Main Street
Duluth, GA 30096-3263
(770) 476-3434

Job Description

JOB TITLE: Information Technology (IT) Help Desk Administrator

DEPARTMENT: City Clerk's Office

SUPERVISOR: Information Technology Manager & Deputy Manager

DATE: 6/10/2025

EEO CATEGORY: 03 - Technicians

EEO FUNCTION: 01 – Financial/Administration/General Control

FLSA: Exempt (“salary”)

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer without notice as the needs of the employer and/or requirements of the job change.

Job Summary

This position requires a skilled Help Desk Administrator to provide exceptional support to our internal users at the City of Duluth. In this role, you will be the first point of contact for IT-related issues, ensuring timely resolution of technical problems and enhancing user experience through effective communication and technical expertise.

The work involves making judgments to document, identify, solve, and/or refer common operational questions and problems. Other employees are available to provide guidance on problems not covered by standard procedures. Incumbents have contact with system users, departmental staff, other City employees, and vendors to provide and exchange technical information to resolve problems and to coordinate work activities.

Qualifications

Required:

- 2+ years of experience in a help desk or technical support role.

- Strong understanding of computer systems, mobile devices, and other tech products.
- Proficiency in troubleshooting and resolving Windows operating systems.
- Familiarity with ticketing systems and remote support tools.
- Excellent verbal and written communication skills.

Preferred:

- Experience with Active Directory and Microsoft Office 365 .
- Relevant certifications such as CompTIA A+, ITIL, or similar.
- Knowledge of networking concepts and troubleshooting methodologies.

Technical Skills and Relevant Technologies

- Proficient in desktop support for Windows environments.
- Hands-on experience with remote desktop solutions and diagnostic tools.
- Understanding of basic networking principles, including TCP/IP, DNS, and DHCP.

Soft Skills and Cultural Fit

- Strong problem-solving skills with a methodical approach to troubleshooting.
- Ability to work effectively under pressure and manage multiple priorities.
- Demonstrated ability to work collaboratively within a team-oriented environment.
- Commitment to providing exceptional customer service with a positive attitude.

Career Development

- Maintains and enhances professional knowledge, skills, and development by attending seminars, workshops, and training programs, and reading trade and professional journals and publications; maintains professional affiliations
- Maintains a current working knowledge of applicable laws, ordinances, policies, rules, and regulations

Essential Duties and Responsibilities of All City Employees

1. Adheres to all applicable state and federal laws; local ordinances; City and Departmental policies, procedures, rules, and regulations.
2. Endeavors to continuously improve the services provided to the citizens of Duluth.
3. Makes positive suggestions for improvement

4. Performs other related duties and functions as directed, or which are readily apparent
5. Demonstrates good interpersonal communication skills with citizens, co-workers, and supervisors
6. Works as scheduled
7. Accepts and follows instruction, evaluation, and correction
8. Demonstrates interest and initiative in learning new techniques and procedures; attends scheduled training
9. Helps other employees when needed or asked
10. Assists in training new employees
11. Carries assigned workload
12. Performs other duties as may be obvious, necessary, or assigned
13. Demonstrates acceptable personal hygiene and grooming
14. Demonstrates appropriate decision making/problem solving ability
15. Follows chain-of-command
16. Maintains regular attendance at work

Peripheral Duties

1. Perform CPR and basic first aid

Supervision Received

Work is performed independently under the general guidance, direction and supervision of the Information Technology Manager, IT Deputy Manager, and City Clerk.

Supervision Exercised

None

Employment Standards

Employees must be at least 18 years of age and must be legally able to accept work in the United States.

Any combination of experience, training, and education which provides the required knowledge, skills, and abilities to perform the duties and responsibilities of the job will be considered.

Education & Training:

Graduation from high school or a GED is required, preferably supplemented by college or technical course work or experience in computer science and information systems or closely related areas.

Other Requirements:

Failure to: (1) obtain and maintain all required certifications, licenses, and commissions as required; or (2) failure to successfully complete all required training; or (3) failure to meet other job requirements may result in discipline, up to and including termination of employment.

1. Possession of a valid Class C Georgia Driver's License is within 30 days of hire and must be maintained throughout employment.
2. Acceptable Motor Vehicle Record (MVR)
3. Take and pass a drug screening test
4. Travel and/or overnight stays may be occasionally required for assignments or training
5. Due to the nature of this position and access to Public Safety systems and facilities, an extensive background check is required for employment. The background check includes fingerprinting, motor vehicle report, and criminal history checks.

Knowledge, Skills, and Abilities Required

The requirements listed below are representative of the knowledge, skills, and abilities (KSAs) required for satisfactory performance of the job duties and responsibilities at a "Fully Proficient Level." Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge Required:

Knowledge of LAN, PC operating systems (Windows) and components including processors, motherboards, accessories, cards peripherals; PC/LAN application software including word processing, spreadsheets, and database management

Knowledge of the principles and practices of computer systems and network design, operation, and control

Knowledge of local area networks, wide area networks, personal computers, and software, as used by the City and/or department to which assigned

Knowledge of personal computer diagnostic hardware utilities and testing equipment

Knowledge of basic local and wide area network systems, including topologies and protocols

Knowledge of cabling practices and techniques

Knowledge of Microsoft computer operating systems

Knowledge of Microsoft Office 365 and Entra ID

Knowledge of modern office practices, methods, equipment, and standard clerical procedures including alphabetical and numerical paper and electronic filing systems, and records management

Knowledge of personal computers, financial software, purchasing software, and general use software (word processing, spreadsheet, presentation, publishing, etc.)

Knowledge of applicable federal, state, county, and city laws, ordinances, rules, and regulations (particularly relating to the security of information)

Knowledge of city and departmental policies, procedures, directives, rules, and regulations

Knowledge of the geography, road network, public buildings, and emergency facilities of the city

Knowledge of standard American English grammar, punctuation, and spelling

Knowledge of the principles of basic mathematics

Knowledge of the principles of first aid and CPR (training will be provided)

Knowledge of interpersonal communication skills

Skills Required:

Skill in operating, troubleshooting, maintaining and repair of stand alone and networked computers, peripherals, and a variety of software applications

Skill in the use of hand tools to install, maintain, and repair computers and peripheral equipment

Skill in the effective, efficient, and safe use of all tools and equipment used in the performance of their job

Skill in writing legibly

Skill in proofreading

Skill in driving vehicles under routine conditions, including driving in congested traffic, and in unsafe road conditions caused by factors such as fog, smoke, rain, ice, and snow

Skill in performing first aid and CPR techniques

Abilities Required:

Ability to walk users through troubleshooting and configuring software systems over the phone

Ability to operate a variety of computer equipment and software

Ability to explain technical material in layperson terms

Ability to understand, interpret and effectively explain hardware and software applications to users

Ability to identify, analyze, and resolve computer hardware and software problems

Ability to research technical materials and provide and document solutions to complex problems for user departments

Ability to use initiative and sound judgment within established procedural guidelines

Ability to read and interpret sketches, drawings, specifications, and technical manuals

Ability to learn City or department terminology and systems needs

Ability to learn more about complex principles, practices, techniques, and regulations pertaining to assigned duties

Ability to develop and coordinate work programs to meet users' needs

Ability to work with wireless equipment

Ability to diagnose complex problems with equipment, applications, communications, and operations systems, and recommend and initiate corrective actions

Ability to communicate technical issues to individuals who have varying degrees of familiarity with computers

Ability to quickly learn and use new skills and knowledge brought about by rapidly changing information and technology

Ability to plan, organize, and effectively present ideas and concepts to individuals and groups

Ability to assimilate information from a variety of sources (including internet, printed, etc.), analyze information, and recommend courses of action

Ability to analyze data; and to interpret and prepare accurate reports and records

Ability to maintain accurate and detailed reports and records

Ability to observe safety principles and operate all tools and equipment in an efficient, effective, and safe manner

Ability to carry out duties according to federal, state, county and city laws, ordinances, and administrative regulations; city and departmental policy, procedures, directives, rules, and regulations; and external directives

Ability to observe and analyze situations quickly and objectively and, using good judgment, determine an effective and efficient course of action to be taken with due regard to the task, hazards, situation, and circumstance

Ability to communicate clearly and effectively with people in a courteous, tactful, and fair manner under all conditions

Ability to handle difficult situations in an effective, safe, timely and legal manner

Ability to read, speak, write and spell using standard American English grammar

Ability to write clear, complete, accurate, comprehensive, and effective reports in a timely manner

Ability to write and/or type orders, forms, reports, letters, memos and correspondence from long hand, rough draft, or oral instructions.

Ability to recall and relate details of incidents in order to prepare written reports and present information to concerned parties

Ability to perform mathematical calculations with speed and accuracy

Ability to prioritize and handle multiple tasks in an effective, efficient manner in high pressure situations; and to follow up on work assignments

Ability to work with a diverse constituency

Ability to understand and follow quickly and accurately, complex, oral, and written instructions and procedures

Ability to obtain information through observation and interview

Ability to successfully complete the department=s training programs following employment/assignment

Ability to give accurate directions

Ability to work well in a high-pressure, multi-tasked environment amid frequent interruptions and to redirect focus of attention to a task after an interruption

Ability to assign priorities to tasks and to reassign priorities as the situation and circumstances change

Ability to search for information from many various sources in order to respond to appropriate and relevant requests or to complete required duties

Ability to organize information for the employee=s own use in their official capacity, and to present it to others for their use

Ability to analyze, plan and organize work

Ability to maintain records within filing systems (file management)

Ability to establish and maintain effective working relationships with a wide range of persons, including supervisors, peers, other city employees, attorneys, vendors, and the general public

Ability to work effectively as an individual and as a team member

Ability to work independently, under only general supervision

Ability to assert self appropriately

Ability to accept responsibility, acknowledge mistakes, and share successes

Ability to adapt to changes in work conditions

Ability to perform computer related functions

Ability to type accurately at a minimum of 35 words per minute

Ability to properly handle confidential information

Ability to successfully pass the hiring/promotional testing process as required for this position

Ability to think critically, problem solve and make decisions

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. Testing and/or evaluation of these requirements may be conducted as part of the selection process. Reasonable accommodations, upon request, may be made to enable individuals with disabilities to perform the essential functions.

This position requires:

- repeated and continually prolonged sitting, standing, walking, kneeling, crawling, squatting, twisting, bending, and stooping in the performance of daily activities
- frequent, repetitive arm and hand movement and fine motor coordination in performing computer installation and repair and preparing reports using a computer keyboard, and the use of hands to operate, finger, handle or feel objects, tools or controls; and the ability to reach with hands and arms; including working with arms above shoulder level
- climbing ladders to access ceiling wires or equipment
- performing installation work in small, cramped closets, under desks, behind cabinets, and while sitting on the floor.
- both near and far vision in performing computer installation and repair

- the ability to adjust focus
- color vision (in the need to discriminate among and match colors when installing cables and when adjusting colors on monitors)
- acute hearing when communicating by phone and in person (such as when responding to questions or request for information from users and vendors)
- the ability to lift, drag, and push equipment and materials weighing 50 pounds or more (such as monitors, computers, printers, servers); assistance with moving is not always available
- drive motorized vehicles
- off-hours, nights, weekend, and holiday emergency call outs

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.

- Work is primarily performed indoors in an office environment. Field assignments, in varying weather conditions, require incumbents to drive to and from various office buildings to install, maintain, and/or repair equipment.
- The noise level in the office work environment is moderately quiet, while outside work may vary from quiet to noisy.
- Exposure to dust and dirt may occur, particularly in areas under construction or renovation.

EQUAL OPPORTUNITY EMPLOYER:

The City of Duluth is an equal opportunity employer (EOE). In accordance with applicable Federal and State laws, the City of Duluth does not discriminate on the basis of race, color, religion, national origin, disability, age, gender or other legally protected status or classification, except where dictated by requirements of the job, or within the limits imposed by law.

It is the policy of the City of Duluth to provide equal employment opportunity (EEO) for all applicants and employees. This EEO policy applies to all areas of employment including

recruitment, hiring, training, promotion, compensation, benefits, transfer and other terms and conditions of employment.

AMERICANS WITH DISABILITIES ACT (ADA):

The City of Duluth, in compliance with the Federal law, will provide reasonable accommodations for qualified individuals with disabilities.