



INFORMATION TECHNOLOGY (IT) HELP DESK ADMINISTRATOR

JOB ANNOUNCEMENT

The City of Duluth, Georgia, is accepting applications for the position of IT Help Desk Administrator. Under the supervision of the Information Technology Manager and Deputy Manager, this will be the first point of contact for IT-related issues, ensuring the timely resolution of technical problems and enhancing user experience through effective communication and technical expertise.

Responsibilities

- Act as the primary contact for internal user support requests via phone, email, and in-person interactions, ensuring a high level of customer satisfaction.
- Diagnose and resolve hardware, software, and network issues, escalating complex problems to appropriate teams as necessary.
- Manage and maintain IT assets, including inventory tracking and deployment of workstations and peripherals.
- Document support interactions in the ticketing system and ensure issues are recorded accurately and resolved promptly.
- Conduct user onboarding and training sessions on IT policies, software applications, and best practices for technology usage.
- Collaborate with IT team members to implement improvements in support processes and tools.

Required and Preferred 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.

Hiring range is \$26.00 to 32.00 per hour (\$54,080 - \$66,560 annualized – Grade 24), with starting salary based on qualifications.

Please apply online at www.duluthga.net/jobs. You will need to set up a login account for the Employment App system so that we can ensure we receive your information, and we can communicate any updates about the position. A completed job application, along with a resume and other voluntary supporting documentation (such as a cover letter or training/education records), can be submitted online. Chosen candidate(s) are subject to skills testing, interviews, and an extensive background investigation.

The City of Duluth is an Equal Opportunity Employer. The City will conform with all applicable local, state, and federal laws concerning employment and will not illegally discriminate with regard to age, sex, sexual orientation, gender identity, race, color, religion, national or ethnic origin, disability, genetic information or other legally protected status or classification, except where mandated or permitted by law as a bona fide occupational qualification. It is the policy of the City of Duluth to provide equal employment opportunity for all applicants and employees. This policy applies to all areas of employment, including recruitment, hiring, training, promotion, compensation, benefits, transfer, and other terms and conditions of employment.

The City of Duluth, in compliance with Federal law, will provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are encouraged to discuss potential accommodations with the employer.

Posted 6/10/2025, open until filled; may close at any time without notice.