

# Systems Support I

FLSA Status: *Exempt*

## General Definition of Work

The employee will provide desktop support and technical support services working with all departments and Town council as well as the Don Ryan Center of Innovation and other external groups as requested. In addition to installing, configuring, and maintain desktop and laptop PCs and peripherals such as printers, the employee will provide training which includes setup and assistance with iPads and Phones. The ability to multitask and adapt to changing priorities and new technologies is essential. The employee must be customer-service oriented and proactive in anticipating and resolving problems while maximizing efficient use of computing resources. Work is performed under the direction of the Information Technology Manager.

## Essential Functions

*The following functions are intended only as illustrations of the various types of work performed. The omission of the specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

Assists as an IT team member with Helpdesk requests received via phone, email, and ticketing system.

Troubleshoots and repairs hardware and network connectivity issues.

Ability to support all Apple products, with iOS or OSX software

Modifications of configurations, utilities, software, hardware, etc. for workstations, servers, and network resources.

Escalates issues to higher level staff as needed.

Must have exceptional customer service skills and a pleasant and professional demeanor.

Ability to work evenings/weekends on an occasional basis as needed.

Ability to update web content, to install, and customize the Town's websites and web pages.

Responsible for cell phone & iPad training for Town of Bluffton staff.

Assists multiple departments with graphic design and Photoshop requests.

Trains staff on new equipment and software both individually and in groups.

Collaborates with external Munis support technicians as department liaison for enterprise-wide financial computer program.

EnerGov technical support for end users and onsite vendor support as needed.

Attends Town Council and other meetings as necessary, to provide technical support.

Installs and configures application and operating systems software, patches and upgrades.

Maintains an inventory of computer equipment and installed software.

Removes old equipment and performs data migration to new machines, performs scheduled routine maintenance of computer equipment to ensure optimal performance.

Ability to work evenings/weekends on an occasional basis as needed.

Other duties as required.

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*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

# Systems Support I

## Knowledge, Skills and Abilities

Working knowledge and experience in supporting Windows and Apple products.

A genuine desire to provide excellent customer service to staff.

Ability to multi-task and prioritize, ability to remain calm under pressure.

Skill with word processing programs, web content, Photoshop, and design graphics.

Ability to lead as an IT representative in team projects to include working with external providers, mastering of project management skills.

Ability to organize and obtain assistance from others for quality assurance.

## Education and Experience

A Bachelor's degree in computer science, information technology or a related field and / or equivalent work experience in help desk related technical role. A strong verbal and written communication skill with the ability to clearly communicate with technical and non-technical personnel is necessary. Experience with using MUNIS and EnerGov preferred. A+ Certification or Network + Certification preferred. Apple OS Training and experience required.

## Physical Requirements

Duties are performed primarily in an office setting but with a considerable amount of field inspections required. This work requires the occasional exertion of up to 25 pounds of force with or without reasonable accommodation; work regularly requires sitting, speaking or hearing, using hands to finger, handle or feel and repetitive motions and occasionally requires walking, reaching with hands and arms and lifting; work has no special vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, operating machines and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g., business office with copy machines, telephones and/or computer printers, fax machine, calculator, light traffic).

## Special Requirements

- Microsoft Office: Excel, Word, Outlook, and PowerPoint.
- Valid South Carolina Driver's License.
- Possession of an appropriate driver's license valid in the State of South Carolina.

*EOE. We offer excellent benefits and a great place to work.*

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