



PULASKI COUNTY

invites applications from current County Employees and the
General Public for the position of:

HELPDESK SUPPORT

An Equal Opportunity Employer

Department: Sheriff/Detention
Starting Salary Range: \$34,330 – 39,752
Position Number: 194
FLSA Status: Non-Exempt position, eligible for overtime
Safety Sensitive Designation: This position is not designated as safety sensitive and is not subject to random drug and alcohol screening.
Opening Date: 2/05/21 **Closing Date:** 2/19/21 at 5:00 PM
The Human Resource Office will be closed on Monday, February 15, 2021 in observance of George Washington's Birthday and Daisy Gatson Bates Day holiday.

JOB SUMMARY:

Responsible for providing user support with the receipt, resolution, or assignment of requests for assistance with hardware and/or software issues.

ESSENTIAL JOB FUNCTIONS:

- Receives help desk user calls requesting technical assistance; performs basic troubleshooting over the phone.
- Records requests for services from users; forwards to departmental staff member based upon type of problem reported.
- Resets user passwords as needed for network and email accounts.
- Assists with the creation and deletion of user network and email accounts.
- Notifies departments of any network issues as needed; provides updates and estimated time needed to resolve any issues.
- Provides Data Processing staff with the on-call schedule and makes necessary changes to the Pulaski County Sheriff Office Intranet site.
- Maintains inventory of office supplies and reorders when necessary.
- Identifies and suggests possible improvements to existing procedures.

SECONDARY DUTIES AND RESPONSIBILITIES:

- Provides back up relief for the Sheriff's Executive Secretary as needed.
- Assists the Hardware Analyst with installation of new computer equipment or software and software updates as requested.
- Performs other related duties as required.

PERSONNEL SUPERVISED: None

PHYSICAL REQUIREMENTS:

- Digital dexterity necessary for keyboard operation.
- Visual acuity needed for use of the computer screen.
- Ability to communicate orally in person and by telephone.
- Ability to lift and carry loads up to 25 pounds.

- Ability to bend, stoop, crouch, or kneel in the installation of equipment.

WORKING CONDITIONS:

Work is performed in a smoking-restricted office environment.

MINIMUM QUALIFICATIONS:

Completion of high school with advanced college level or vocational school coursework in computer science, information systems, or a related field; some experience providing user support, the maintenance and installation of computers and peripheral hardware, or a related area; or any equivalent combination of experience or training which provides the required skills, knowledge, and abilities.

ADDITIONAL REQUIREMENTS:

Employment is contingent upon satisfactory results of a criminal background investigation, traffic offense check, sexual offender check, and child and adult maltreatment checks.

PREFERENCES:

None

APPLICATION REQUIREMENTS:

Applications must be filed online at www.pulaskicounty.net.

ACCESSIBILITY NOTICE: If you need a reasonable accommodation for any part of the employment process due to a physical or mental disability, please send an email to humanresources@pulaskicounty.net or call (501) 340-6110.

Please Note: Applications will not be accepted after the close date. A selection will not be made until the close date and the selecting official has received all applications.

February 5, 2021

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