

The Canyon County Board of Commissioners considered and adopted the following Resolution which shall be effective on the 27th day of May, 2025.

Upon the motion of Commissioner Van Beek and the second by Commissioner Brooks the Board resolves as follows:

To approve changes to the **job title and job description of two (2) positions** in the Information Technology Department

One (1), Systems Administrator I, salary grade 14, min. \$29.73, mid. \$35.38, max. \$41.02, position control number 16 237 852, FLSA non-exempt

To

One (1) Sr Desktop Support Specialist, salary grade 14, min. \$29.73, mid. \$35.38, max. \$41.02, position control number 16 237 852, FLSA non-exempt

AND

One (1) Lead Technical Services, salary grade 14, min. \$29.73, mid. \$35.38, max. \$41.02, position control number 16 237 855, FLSA non-exempt

To

One (1) Sr Desktop Support Specialist, salary grade 14, min. \$29.73, mid. \$35.38, max. \$41.02, position control number 16 237 855, FLSA non-exempt

- ☒ Motion Carried Unanimously
☐ Motion Carried/Split Vote Below
☐ Motion Defeated/Split Vote Below

	Yes	No	Not Vote
 Commissioner Leslie Van Beek	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
 Commissioner Brad Holton	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
 Commissioner Zach Brooks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Attest: Rick Hogaboam, Clerk


Deputy Clerk

Date: 05.27.25



Sr. Desktop Support Specialist

Department: Information Technology
FLSA Status: Non-Exempt

Salary Grade: 14
Effective Date: 05/2025

Job Summary

Sr. Desktop Support Specialists provide first and second-level technical services for the County's departments and offices. A customer service role that is part of an overall IT Help Desk team, this position is an escalation point for Desktop Support Specialists where they will handle more complex, critical, and/or urgent matters. The principal duties of the position are performed in a general office environment, although travel to various departments is often required.

Key Responsibilities

- **Tier-2 Support**
 - Be an escalation point for Desktop Support Specialists, provide guidance, referring them to documentation and/or training them on known processes
 - Maintain a knowledge base of past issues and proven solutions
 - Keep up to date on internal policies and procedures, monitor their application by the Desktop Support Specialists
 - Contribute to projects by assisting as needed
- **General User Administration**
 - Onboard new users by creating accounts, adding mailboxes, and providing general access to County systems
 - Offboard users by retiring and cleaning up accounts in County systems
 - Review, investigate, and get approvals to allow/block emails, websites, and downloads through County security systems
- **Customer Service**
 - Operate on a help desk team to respond to customer issues and questions, including in-person, over the phone, and within a ticketing system.
 - Be both respectful and compassionate to all customer concerns
 - Work with all members of the IT department as matters are escalated to other teams
 - Submit weekly status reports and monthly surveys to enhance customer experience
- **Software and Hardware Support**
 - Install, maintain, and upgrade computer hardware/software
 - Troubleshoot and repair hardware/software problems, work with manufacturer support on more complex issues
 - Support and maintain county printers, scanners, and mobile devices
 - Conduct and maintain accountable IT inventories such as desktops, laptops, tablets, printers and printer accessories, and other IT supplies
- **Other Duties**
 - Rotate on-call support duty for after-hour, night, and weekend essential support; rotation includes one week per month for after-hour coverage
 - Perform all work duties and activities following County and Department policies, procedures, and safety practices
 - Perform other duties as assigned

Qualifications

Skills and Abilities

- Proficiency in computer hardware and software installation, operation, and maintenance

- Highly effective communicator who can de-escalate behaviors from both customers and Desktop Support Specialist teammates, zeroing in on the problems and helping find the best outcome
- Strong team skills; collaborate effectively with IT coworkers and the public to deliver high-quality service
- Receptive to regular training and recommend related training to teammates for continued promotion of team cohesion
- Strong knowledge and recent work experience with Microsoft Windows Platforms (10, 11)
- Strong knowledge and considerable work experience with office productivity software such as Microsoft Office; Microsoft M365 productivity suite experience a plus
- Effective support of printer, scanner, mobile device, telephony, and network hardware/software
- Knowledge and understanding of DNS, DHCP, network concepts, and wiring standards
- Must be proactive in troubleshooting technological issues utilizing critical thinking and problem-solving skills; use of methodologies such as integrated reasoning and/or the scientific method are preferred
- Experience with ticketing and service desk delivery; Manage Engine Service Desk a plus
- Always maintain a professional demeanor, even during stressful situations
- Follow oral/written instructions, comprehend technical manuals, and compile reports
- Be highly self-motivated and directed and pay keen attention to detail

Special Qualifications

- Must possess a valid Driver's License
- Must successfully complete a background check through the National Crime Information Center (NCIC)

Acceptable Experience and Training

- High School diploma or GED equivalent is required
- Minimum of four (4) years' experience performing computer-related help-desk work; supervisory experience a plus
- CompTIA A+, CompTIA Tech+, Microsoft Certification, or equivalent formal training a plus
- Equivalent combination of experience and training may be considered.

Essential Physical Abilities

- Clear speech with or without an accommodation, to effectively convey detailed or important instructions or ideas accurately, loudly and/or quickly
- Sufficient clarity of hearing with or without reasonable accommodation to enable the employee to hear average or normal conversations and receive ordinary information
- Visual acuity, with or without an accommodation, to read instructions, review and organize documents
- Requires sufficient personal mobility and physical reflexes, which permits the employee to function in a general office environment to accomplish tasks
- Ability to lift up to 50 pounds

Disclaimer:

To perform this job successfully, an individual must be able to perform the primary job responsibilities satisfactorily with or without reasonable accommodation. The above statements are intended to describe the general nature and level of work being assigned to this job. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of individuals in the job. This job description is not an employment agreement and/or an expressed or implied employment contract. Management has the exclusive right to alter this job description at any time without notice.

Canyon County is an Equal Opportunity Employer. Employment decisions related to recruitment and selection are made without regard to race, color, religion, sex, national origin, age, disability or genetics.