DESKTOP SUPPORT TECHNICIAN

Position Description

Department:	Finance		**Reports to:**	Deputy Finance Director
Probationary Period:	Six months (6)		**Supervision:**	N/A
Pay:	$24.00-$26.00/hr DOE		**Classification:**	Hourly/Non-Exempt
Hours/Week:	40 hrs		**Effective Date:**	12/30/2025
Position Type:	Full Time		**Revised Date:**	

PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees of the City of Lovington are expected to adhere to the following:

- Uphold all principles of confidentiality and respect of all colleagues to the fullest extent
- Adhere to all professional and ethical behavior standards inherent to the Public Sector
- Interact in an honest, trustworthy and dependable manner with all citizens and employees of the City of Lovington
- Possess cultural awareness and sensitivity

POSITION PURPOSE

This role is responsible for supporting end-users, maintaining systems, diagnosing and resolving technical issues, and collaborating with the consultant IT teams to deliver efficient solutions to the overall workflow process of the City's technical systems.

ESSENTIAL DUTIES, FUNCTIONS AND RESPONSIBILITIES

Installation and Configuration

- Set up and configure new desktop computers, laptops, monitors, printers, and peripherals.
- Install operating systems, drivers, and essential software applications to ensure systems are ready for use.

Troubleshooting and Repair

- Diagnose and resolve hardware and software issues for end users, both in-person and remotely.
- Perform repairs on faulty components, such as RAM, hard drives, and power supplies, and address software problems like application errors and system crashes.

Technical Support

- Provide direct assistance to users encountering technical problems, responding to support requests via phone, email, or in-person interactions.
- Train users on basic hardware and software usage, ensuring they can effectively utilize IT resources.

Maintenance and Updates

- Conduct regular maintenance checks to ensure all systems and peripherals are operating efficiently.
- Apply updates to operating systems and software applications and install antivirus software to protect against security vulnerabilities.

Network Connectivity

- Ensure that desktop computers and related devices are properly connected to the network, troubleshooting any connectivity issues that arise.
- Collaborate with network administrators to maintain an efficient and stable computing environment.

Documentation and Inventory Management

- Keep accurate records of reported problems, repairs, upgrades, and system configurations to assist with ongoing support and compliance requirements.
- Maintain an inventory of hardware assets, including desktops, laptops, and peripherals.

Collaboration

- Work closely with other IT professionals to support system upgrades, hardware procurement, and the implementation of organizational IT strategies.
- Other duties as assigned

MINIMUM MANDATORY QUALIFICATIONS

Experience:	• 1-2 years of experience in a technical support role
Education:	• High School Diploma or GED
Mandatory Knowledge, Skills, Abilities and Other Qualifications:	• Read, write, speak and comprehend the English language • Must know how to properly operate, or be willing to learn to operate, all multimedia equipment, including current technology • Engage in self-development. • Proven work experience as a Desktop Support Technician, Technical Support Engineer, or similar role • Hands-on experience with Windows/Mac OS environments • Working knowledge of office automation products and computer peripherals, like printers and scanners • Knowledge of network security practices and anti-virus programs • Ability to perform remote troubleshooting and provide clear instructions • Excellent problem-solving and multitasking skills • Customer-oriented attitude • BSc degree in Computer Science or relevant field • Must be able to work odd hours or overtime on occasion • Must be able to able to travel, sometimes overnight • Ability to work standard office equipment • Excellent IT skills and knowledge of troubleshooting computer related issues both hardware and software, as well as desktop, laptop and mobile devices

PREFERRED QUALIFICATIONS

- Associates degree in computer science, information technology, or related field
- 2-3 years' experience with a previous technology-based department

WORK ENVIRONMENT

Physical Demands:	The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job. While performing the duties of this job, the employee may be required to frequently stand, walk, sit, bend, twist, talk and hear. There may be prolonged periods of standing, keyboarding, reading, as well as driving or riding in transport vehicles. The employee must occasionally lift and /or move up to 50 pounds. Specific vision abilities are required by this job including reading, distance, computer, and color vision.
Mental Demands:	Must be able to work within various degrees of noise, temperature, and air quality. Interruptions of work are routine. Job responsibilities include both inside and outside duties. Flexibility and patience are required. Must be self-motivated and able to complete job assignments. Visits to various City offices. After-hours' work may be required. Must be able to work under stressful conditions The employee must also multi-task with a wide variety of people on various and, at times, complicated issues.