

## Job Description



**JOB TITLE:** IT Help Desk – Part Time  
**DEPARTMENT:** Technical Operations  
**RESPONSIBLE TO:** Technical Operations Supervisor  
**DATE:** January 2021

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### ***JOB CONTENT:***

Primarily responsible for providing support to CUB’s work force by answering and responding to internal computer related service requests for support or assistance. This position assists with maintaining the critical network infrastructure essential for the safe and efficient operation of the Board’s electric system and must be interdepartmentally cross-trained on a variety of activities and functions of various CUB departments.

### ***DUTIES AND RESPONSIBILITIES:***

1. Provides technical support for both computer hardware and software issues for other employees and supervisors of the Board.
2. Diagnoses and repairs both computer hardware and software problems.
3. Occasionally provides CUB’s other IT staff members with assistance in the installation, configuration, and management of network equipment such as routers, switches, and firewalls.
4. Occasionally provides CUB’s other IT staff members with assistance in the continuous monitoring and implementation of network security policies, procedures, and devices in order to keep the Board’s critical network infrastructure secure.
5. Demonstrates clear and concise communication, both orally and in writing.
6. Requires robust analytical skills, sound decision-making abilities, and a strong initiative that serves in the best interest of the department and our customers.
7. Must be capable of working without constant supervision and possess the ability, insight, and motivation to self-schedule multiple assignments.
8. Maintains assigned area and equipment in a clean, usable and safe condition at all times.
9. Maintains a well-groomed, professional appearance and conducts himself/herself in a courteous manner.
10. Maintains regular and reliable attendance.
11. Demonstrates superior customer service, integrity, commitment to innovation, efficiency, and fiscal responsibility.
12. Anticipates priority and time sensitive tasks and expedites for completion
13. Presents a positive image of the Board and a caring attitude toward our customers.
14. Performs other tasks and duties as directed.

***SUPERVISORY RESPONSIBILITY:***

None.

***EDUCATION AND TRAINING:***

Must have a high school diploma and a demonstrated working knowledge in the computer technology field. Current enrollment in either an A.S. or A.A.S. Computer Technology related program with the ability to graduate within the next 12 to 18 months will be considered a plus. Must be able to proficiently configure, operate, maintain, and troubleshoot Windows-based computers and servers, and effectively diagnose and repair computer hardware and software problems. Must be proficient with standard software packages such as Microsoft Office. Must be trainable and eager to learn new computer-based skills. Requires the ability to self-schedule work and effectively communicate/interact with and provide exceptional service to the public, other employees and supervisors of the Board. Must have and maintain a valid Tennessee Driver's License when operating Board vehicles.

***RESPONSIBILITY:***

Responsible for performing work in a prompt, professional and accurate fashion. Responsible for working with confidential data and discretion to disburse information only to authorized persons. Responsible for performing neat, efficient, and highly precise work which, if executed incorrectly, could result in possible increased legal liabilities for the Board, damage to the Board's electric system and potentially endanger the safety of field personnel. Responsible for presenting a positive image of the Board and a caring attitude toward our customers.

***INTERNAL AND EXTERNAL CONTACTS:***

Daily contact with employees in the department on an individual basis. Regular contact with employees and supervisors in the department on a group basis. Regular contact with employees and supervisors in other departments of the Board. Infrequent contact with the public.

***PHYSICAL DEMANDS OF JOB:***

Requires prolonged periods of sitting and viewing computer monitors that could result in back muscle fatigue and eyestrain. Requires prolonged periods of data entry that could result in hand, finger, wrist, and forearm muscle fatigue. Exertion of up to 20 pounds of force occasionally and/or a negligible amount of force frequently to lift, carry, push, pull or otherwise move objects. Requires above normal mental and visual alertness quite frequently.

***WORKING CONDITIONS:***

Works inside in an office environment with controlled temperature, humidity and noise levels. Normally scheduled for 16 to 28 hours per week, Monday-Friday between 8:00 a.m. and 5:00 p.m. Subject to call-in at any time for emergency work.