



CITY OF JOLIET POSITION DESCRIPTION

TITLE: Help Desk Technician I

DEP/DIV: Information Technology/Infrastructure

REPORTS TO: Help Desk Manager

EMPLOYEE STATUS: Full-time/Non-Union

SALARY/GRADE: Classification 8/Group III

\$60,117 - \$98,373

JOB CODE: 1499

ESTABLISHED: 03/26/2026

FLSA STATUS: Exempt

LOCATION: City Hall

GENERAL PURPOSE

The Help Desk Technician I serves as the first line of support for end-users, aiding with troubleshooting computer hardware, software, and network issues. This role ensures that technical problems are resolved efficiently and effectively while maintaining high levels of customer satisfaction.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provide first-level technical support to end-users via phone, email, and in-person.
- Diagnose and resolve a variety of hardware and software issues promptly.
- Install, configure, test, and maintain computer systems, software, networks, printers, and scanners.
- Accurately log issues and resolutions in the help desk ticketing system.
- Assist with setting up new user accounts, equipment, and systems.
- Escalate unresolved or complex technical issues to higher-level support teams, ensuring proper troubleshooting is documented within support ticket.
- Ensure timely and effective resolution of problems to meet customer expectations.
- Perform regular system updates and routine maintenance to ensure optimal system performance.
- Support devices at multiple company locations, including City Hall and other city sites.
- Handle password resets and user access requests in accordance with security protocols.
- Take walk-ins, answer calls, and assign helpdesk tickets as needed.
- Monitor and track patterns or recurring issues to proactively address potential problems.
- Participate in rotating coverage for IT office support, including after-hours support and Council Chambers support when required.
- Manage inventory of IT equipment, including laptops, desktops, and mobile devices.
- Document, maintain and enforce end user standards
- Comply with all security Standard Operating Procedures (SOPs) to protect organizational data and IT systems.
- Be available for all IT incident responses and follow the instructions of the IT leadership during emergencies.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Basic understanding of networking principles and troubleshooting techniques.



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- Experience with remote desktop support tools.
- Experience supporting A/V systems and equipment is a plus.
- Knowledge of inventory management practices for IT hardware.
- Ability to perform basic imaging and maintenance of devices such as PCs, laptops, and mobile devices.
- Strong problem-solving skills and attention to detail.
- Excellent customer service skills with a focus on clear communication and support.
- Ability to break down complex technical problems into understandable solutions.
- Patient and friendly demeanor, with strong listening skills.
- Capability to work both independently and collaboratively within a team.
- Willingness to support end-users with varying levels of technical expertise.
- Ability to adapt to a dynamic work environment and prioritize tasks accordingly.

QUALIFICATIONS

- High school diploma or equivalent or one year of previous experience working as an IT help desk technician or in a similar support role
- Additional certifications or coursework in Information Technology (e.g., CompTIA A+, ITIL, etc.) are a plus.
- Basic understanding of computer hardware, software, operating systems, and networking principles.
- Familiarity with Windows operating systems, iOS, Android, and basic Microsoft Intune functionalities.
- Experience with troubleshooting common technical issues related to workstations, printers, and network connectivity.

SPECIAL REQUIREMENTS

Must have a valid Class D driver's license.

TOOLS AND EQUIPMENT USED

Personal computers, tablets, phones, and equipment, including word processing and permitting software, IO key calculator, telephone, fax machine, and any other tools of the trade that may come into common use or be necessary to perform needed tasks.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation



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

While performing the duties of this job, the employee is frequently required to sit, talk, or hear; use hands to finger, handle, or operate objects, tools, or controls; and reach with hands and arms. Specific vision abilities required by this job include close vision and the ability to adjust focus.

The employee must occasionally lift and/or move computers or other equipment up to 35 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work is generally performed in an office environment. The noise level in the work environment is usually quiet, except for office equipment background noises, subject to frequent interruptions by telephone callers and walk-in visitors. Occasional evening and weekend work hours to meet deadlines; must travel to various City locations.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by an employee assigned to this position and are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.



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