



VOLUNTEER POSITION DESCRIPTION

DATE: March 1, 2010

JOB TITLE: Help Desk Computer Support Assistant

DEPARTMENT: Information Services

JOB SITE: County Courthouse Complex

JOB SUMMARY:

Provide support for IS Help desk including data entry and tracking of work orders. This position involves interaction with county staff in all departments and requires considerable independence. As skills allow may assist with computer installation and repair.

JOB DUTIES:

Answer Help Desk phone and retrieve e-mail to enter data for work orders and provide other general office assistance as required by supervisor. Assist with other technical assignments as skills develop.

SKILLS AND QUALIFICATIONS:

Should possess good communication skills, both oral and written. Should have basic office skills with good attention to detail. Needs to be motivated to follow directions and learn assigned tasks. High School diploma or equivalent required.

Should possess computer skills and be willing to acquire computer training in Word, and Access programs as soon as available.

REQUIREMENTS:

Must be able to pass a criminal background check.

TRAINING AVAILABLE:

An office orientation and computer technician skills training will be provided by IS staff.

BENEFITS:

This position offers a variety of learning experiences. Volunteer will work as part of a technical team. This is a great opportunity to practice skills and gain experience in Technical Services.

RESPONSIBLE TO:

IS Supervisor

TIME COMMITMENT:

Start date: Ongoing
Length of service: Minimum of three months
Work schedule: Flexible within the 7 – 4:30 workday

For more information on this or other volunteer positions in Kitsap County

Contact: Jan Koske, Volunteer Coordinator, 337-4650 or E-mail jkoske@kitsap.wa.us

DAS Jan Forms POSITIONS #0133 Help Desk Computer Support Assisnat Contact: Terece Bryan