BROWARD
county · housing authority

Position Description

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

Job Title:	IT Help Desk & Technical Support

Department: Finance

Pay Grade: 8

FLSA Status: Non-Exempt

JOB SUMMARY

The Help Desk & Technical Support Specialist provides first-level support to end-users by responding to technical inquiries, diagnosing issues, and offering solutions. This role plays a critical part in maintaining organizational productivity by ensuring seamless operation of TST IT systems and addressing technical concerns efficiently.

ESSENTIAL JOB FUNCTIONS:

- Act as the first point of contact for internal staff seeking technical assistance over the phone, email, or in person.
- Diagnose and troubleshoot hardware, software, network, and system issues.
- Provide timely and accurate feedback to users, ensuring excellent customer service.
- Install, configure, and upgrade computer systems, peripherals, and software.
- Document incidents, problems, and resolutions in the ticketing system.
- Escalate unresolved issues to the appropriate TST administrator or third-party vendors.
- Perform routine maintenance and updates on IT equipment and systems.
- Manage user accounts and access rights following security protocols.
- Educate users on best practices for cybersecurity and proper equipment handling.
- Assist in IT projects, including deployments, migrations, and hardware rollouts.
- Monitor and manage IT assets and inventory.
- Create and maintain technical documentation and user guides.
- Performs other related duties as assigned.

MINIMUM REQUIREMENTS:

High School diploma or equivalent, and 1-3 years of experience in a helpdesk or technical support role. Bachelor's Degree related to Information Technology is preferred.

LICENSES OR CERTIFICATIONS:

Valid Florida Driver's License and reliable transportation are required. Relevant certifications (CompTIA A+, ITIL, Microsoft, etc.) are preferred.

Knowledge, Skills and Abilities:

- Proficiency in Windows environment.
- Experience with Active Directory, Office 365, and ticketing systems.
- Strong troubleshooting and problem-solving skills.
- Excellent communication and interpersonal abilities.
- Ability to manage multiple tasks and prioritize effectively.
- Customer service orientation
- Attention to detail
- Team player with strong collaboration skills
- Ability to work under pressure and meet deadlines
- Government/Housing Authority work experience
- Emphasys Elite Housing Authority software

PHYSICAL DEMANDS:

The work is medium work which requires exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects. The work also involves occasional standing, walking, sitting, using hands to finger, handle, or feel objects, tools or controls; reaching with hands and arms; climbing stairs; balancing; stooping, kneeling, crouching or crawling; talking or hearing. Work requires close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus. The noise level in the work environment is usually quiet to moderate.

WORK ENVIRONMENT:

Work is typically performed in an office environment.

Broward County Housing Authority has the right to revise this position description at any time, and does not represent in any way a contract of employment.

_____ _____

Employee Signature   Date

_____ _____

Supervisor (or HR) Signature   Date