



Helpdesk Technician

Position Type: Full-Time / Non-Exempt / Hourly
Department: Information Technology / #630
Effective: November, 2021

Position Summary:

IT Helpdesk Technician works in many areas of technologies to support the multiple departments with incidents, problems and requests. Ultimately responsible for ensuring prompt and accurate customer service and increased client satisfaction.

Required Education, Experience and Skills:

Must have proven experience as a Helpdesk Technician. BSc in Computer Science or relevant field, and/or 4 years work experience in related IT field. Relevant certifications such as Microsoft and CompTIA a plus. Extensive knowledge of Microsoft Windows and Office a must. Must have working experience with WordPress and general graphic editing programs. Excellent customer service in face-to-face, telephone or electronic interaction with teams. Ability to conduct research into PC and software issues and products as required. Good understanding of computer support and troubleshooting with the ability to prioritize projects independently.

Essential Functions/Major Responsibilities:

- Perform on-site analysis, diagnosis, and resolution of complex desktop problems for end-users, and recommend and implement corrective solutions.
- Install, configure, test, maintain, monitor, and troubleshoot end-user and network hardware, peripheral devices, printing/scanning devices, presentation equipment, software, and other products in order to deliver required desktop service levels.
- Work with team to edit company website utilizing WordPress
- Construct, install, and test customized configurations based on various platforms and operating systems.
- Receive and respond to incoming calls, pages, and/or Help Desk tickets regarding desktop problems.
- Prepare tests and applications for monitoring desktop performance, then provide performance statistics and reports.
- Assist in creating Help Desk knowledge base, technical documentation and manuals.
- Perform related duties consistent with the scope and intent of the position.
- Work with third-party support and PC equipment vendors as needed.
- Support in testing and deployment of new applications, updates, and systems.
- Assess functional needs to regulate system purchase specifications.
- Update and maintain the computer inventory and equipment.
- Provide new employee IT orientation.

NOTE: This Job Description is intended to outline general functions of relevant position and shall not be considered as comprehensive definition of specific tasks that will be required. Furthermore, specific duties of this position are subject to change as Company, Department and circumstances change. All employees are expected to perform their duties within their ability as required by the job and/or as requested by management.