

Job Title: HELP DESK TECHNICIAN
Reports to: Director of Technology
Dept./School: Technology
Wage/Hour Status: Non-Exempt
Date Revised: May 18, 2020

Primary Purpose

The Helpdesk Technician provides initial assessment, triage, research, resolution of basic incidents, and requests regarding the use of software products and/or infrastructure components. The Help Desk Technician is responsible for collecting information through a customer conversation, accessing support tools, and additional support staff if needed. Problems beyond the scope of their ability or responsibility are resolved by engaging in a timely manner other support areas of the Technology department.

QUALIFICATIONS

Education/Certification

High School Diploma or G.E.D.

Special Knowledge/Skills

Effective analytical, research, and problem solving skills
Effective oral and written communication skills
Strong customer service focus

Experience

Minimum of two years in customer support

MAJOR DUTIES AND RESPONSIBILITIES

1. Provide first tier support and troubleshooting for computers, printers, network peripherals, and mobile devices.
2. Analyze technical problems through discussions and remote utilities.
3. Log, prioritize, and organize calls in the ticketing system.
4. Monitor workflows of technical staff, and align response times with SLA's.
5. Provide ongoing analysis for internal software upgrades and installation
6. Test and implement new/improved information technology products and tools
7. Training of other personnel as needed.

Other Duties

8. Perform other duties assigned by supervisor.
9. Maintain confidentiality of information.

EQUIPMENT USED

Knowledge of the following remote support tools:
Footprints (Remedy) Help Desk ticket system.
Lightspeed Internet Filtering System
Remote Desktop (Lansweeper / Bomgar)
Remote Software Deployment (PDQ / SCCM)

WORKING CONDITIONS

Mental Demands/Physical Demands/Environmental Factors

On call when needed for tech support, occasional lifting of reports and equipment

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Reviewed by: _____ **Date:** _____

Approved by: _____ **Date:** _____