

IT HELP DESK TECHNICIAN

Date approved:

FLSA Status: NonExempt

POSITION STATEMENT: Provide technical software, hardware and network problem resolution to all computer users by performing question/problem diagnosis and guiding users through step-by-step solutions in a call center environment. The Help Desk Technician fields all Help Desk calls and creates the initial record of the request; resolves all Level One end-user problems over the phone; passes all Level Two requests on to the Information Technician; and may contact third-party vendors for warranty service repair.

SUPERVISION EXERCISED: None

SUPERVISION RECEIVED: Works under general supervision.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS

Essential and other important responsibilities and duties may include, but are not limited to, the following:

Essential Functions:

- Clearly communicate technical solutions in a user-friendly, professional manner;
- Provide one-on-one end-user training as needed;
- Troubleshoot network printer problems; pass more complex end-user problems on to Information Technician;
- Conduct hardware and software inventory database maintenance and reporting.
- IT Help Desk Technician will support the Information Technician and/or Records & Systems Analyst.
- Responsible for setting up new employees (phone, computer, software config, etc.).
- Support provider staff with computer related issues.
- Assist in inventory control and tracking.
- Assist in quality assurance projects for software development team.
- Provide backup support to applications helpdesk.
- Ability to learn WIB applications and assist in training new staff and providers.

Marginal Functions:

- Performs related work as assigned.

Knowledge/Ability:

- Has knowledge of commonly-used concepts, practices, and procedures within a particular field.

- Relies on instructions and pre-established guidelines to perform the functions of the job.
- Ability to interact with person, over the telephone and via electronic; publically and professionally.
- Ability to meet deadlines and performing multiple tasks.
- Ability to plan and organize work.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Maintain effective audio-visual discrimination and perception needed for:
 - Making observations;*
 - Communicating with others;*
 - Reading and writing; and*
 - Operating assigned equipment.*
- Maintain mental capacity which allows the capability of:
 - Making sound decisions;*
 - Effective interaction and communication with others; and*
 - Demonstrating intellectual capability.*
- Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include the following:
 - Sitting for extended periods of time; and*
 - Operating assigned equipment.*

EDUCATION AND EXPERIENCE

Equivalent of high school diploma or G.E.D. certification; 5 years customer services experience; 5 years inventory management /asset tracking experience; 2 years helpdesk experience or equivalent certification; software quality assurance experience a plus; college education is preferred but not required. A combination of education, training and experience may be substituted for the degree if able to demonstrate the ability to perform the duties of the position.

Must possess a valid state driver's license and maintained throughout employment.

WORKING CONDITIONS:

Environment Condition:

Work in an office environment, travel from site to site; exposure to computer screens.

Physical Conditions:

Essential and marginal functions may require maintaining physical condition necessary for sitting for prolonged periods of time.

EEO/AA Employer