Job Title: Help Desk Support
Department: IT
Reports To: IT Supervisor
FLSA Status: Non-Exempt

Position Summary: Provide general IT support to all internal staff members. Candidates will resolve computer issues in person, by email, remote access and phone with a focus on customer service. Documents, tracks and monitors the problem to ensure a timely resolution.

Essential Duties and Responsibilities: To perform this job successfully, an individual must be able to perform the following satisfactorily; other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Support PC and Mac desktops and laptops, printers, scanners, and mobile devices.
- Support Office 365, Teams, Windows OS, Mac OS, and other general business tools & applications.
- Have an understanding of Active Directory, anti-virus, DHCP, DNS, and Windows Updates.
- Facilitate IT Hardware and Software installs, adds, moves and changes.
- Provide connectivity/issue resolution.
- Provide back up support for existing IT team.
- Assist in all aspects of AV support throughout the facilities

Competencies: To perform the job successfully, an individual should demonstrate the following.

Continuous Learning - Assesses own strengths and weaknesses. Pursues training and development opportunities. Seeks feedback to improve performance. Shares expertise with others. Strives to continuously build knowledge and skills.

Customer Service - Displays courtesy and sensitivity. Manages difficult or emotional customer situations. Meets commitments. Responds promptly to customer needs. Solicits customer feedback to improve service.

Planning & Organization - Integrates changes smoothly. Plans for additional resources. Prioritizes and plans work activities. Sets goals and objectives. Uses time efficiently. Works in an organized manner.

Problem Solving - Develops alternative solutions. Gathers and analyzes information skillfully. Identifies problems in a timely manner. Resolves problems in early stages. Works well in group problem solving situations.

Teamwork - Balances team and individual responsibilities. Contributes to building a positive team spirit. Exhibits objectivity and openness to others' views. Gives and welcomes feedback. Puts success of team above own interests.

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Use of Technology - Adapts to new technologies. Demonstrates required skills. Keeps technical skills up to date. Troubleshoots technological problems. Uses technology to increase productivity.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:
2+ years of experience or education that includes performing hands-on desktop troubleshooting and issue resolution. Excellent customer service and communication skills are required. Ability to troubleshoot and resolve desktop and laptop issues (PC & MAC) remotely and in person. Experience troubleshooting and resolving mobile device connectivity and email issues (iPhone, iPad, and Android). Experience working with Windows operating systems, familiarity with trouble shooting networking fundamentals; DHCP, DNS, SMTP and TCP/IP. Candidates must be able to display solid troubleshooting capabilities and ability to facilitate IT hardware and software installs, adds, moves and changes. Must also be able to coordinate multiple assignments and prioritize tasks on a daily basis via IT Ticketing System.

Language Ability:
Read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Write routine reports and correspondence. Speak effectively before groups of customers or employees.

Mathematical Ability:
Add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Compute rate, ratio and percent, and draw and interpret bar graphs.

Reasoning Ability:
Apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Deal with problems involving several concrete variables in standardized situations.

Computer Skills:
Windows 10, Mac OS, Windows Servers, switches and firewalls, RDP, printers, UTP CAT5e/6, network patch panels, scanners, UPS. Microsoft Word, Excel, PowerPoint, Access, Outlook.

Certificates and Licenses:
N/A

Supervisory Responsibilities: N/A

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include ability to adjust focus. While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee is frequently required to stand; walk; sit and reach with hands and arms. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

_____   _____
ACKNOWLEDGED: Employee Signature   **Date**

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PRINT: Employee Name

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ACKNOWLEDGED: Supervisor/Manager Signature   **Date**