



Help Desk Support Technician
Non-Exempt

DEPARTMENT: REPORTS TO:
Manager or Supervisor, Help Desk

General Purpose

User support and customer service on company supported computer applications and platforms. Troubleshoot problems and advises on the appropriate action.

Main Job Tasks and Responsibilities

- Respond to requests for technical assistance in person, via phone, electronically
- Diagnose and resolve technical hardware and software issues
- Research questions using available information resources
- Advise user on appropriate action
- Follow standard help desk procedures
- Log all help desk interactions
- Administer help desk software
- Redirect problems to appropriate resource
- Identify and escalate situations requiring urgent attention
- Track and route problems and requests and document resolutions
- Prepare activity reports
- Stay current with system information, changes and updates

Education and Experience

- High School Diploma
- A+ Certification a plus
- Working knowledge of fundamental operations of relevant software, hardware and other equipment
- Knowledge of relevant call tracking applications (TrackIt preferred), MSOffice, MSWindows, etc.
- Knowledge and experience of customer service practices
- Related experience and training
- 2+ years relevant experience

Key Competencies

- Oral and written communication skills
- Learning skills
- Customer service orientation
- Problem analysis
- Problem-solving
- Adaptability
- Planning and organizing
- Attention to detail
- Stress tolerance

WORKING HOURS:

Work may require more than 40 hours per week to perform the duties of the position. Work may require occasional travel.

WORKING CONDITIONS:

Overtime is expected in order to perform the essential functions of the position.
Work is performed in a normal heated or air-conditioned office environment.