



## Help Desk Technician

### Position Summary

The Help Desk Technician position provides technical software, hardware, and network problem resolution to computer and email users by performing troubleshooting/problem diagnosis and guiding users through step-by-step solutions. The Help Desk Technician clearly communicates technical solutions in a user-friendly, professional manner, provides one-on-one end-user training as needed, assists the System Administrator, and troubleshoots network printer problems. The Help Desk Technician position is the first point of contact for customer technical support issues and will interact with the customers in understanding, notifying, and working with vendors to resolve incidents. Responsible for installation and upgrades of hardware and software, basic account management, backup system maintenance, assist with network changes and upgrades. Maintain an inventory of laptops, workstations, servers, and network hardware.

### Primary Duties

- Provide first level technical support on basic issues with Microsoft Office, Windows 10, VPN, basic cabling, printer connectivity, blue screens, peripheral functionality, as well as other software and hardware.
- Provide technical assistance remotely for all supported clients addressing both emergency and routine issues
- Using own initiative to research technical solutions to known problems and documenting in support solution database for diagnostics and solution implementation
- Develop a functional understanding of clients' key applications
- Creating and updating incidents accordingly within the ticket tracking system with detailed incident and resolution information. Notifying appropriate personnel and customers (internal and external) upon issue resolution. Perform quality assurance call backs.
- Categorizing incidents correctly and assessing/negotiating the urgency and impact of a reported or discovered incident.
- Image PCs and laptops with applications installed and create user accounts. Setup phones and communication devices, e.g. iPhones and Android devices.
- Replace toner cartridges and work with procurement for purchases.
- Work on projects associated with Desktop Support related tasks (i.e., reports, rolling out OS/software upgrades, new products, office moves, etc.)
- Assist Systems administrator with server and network administration as well as with antivirus, VOIP phone system, and network security solutions.

### Job Requirements

- Good listening and problem solving skills, professional phone etiquette
- Ability to work independently when assigned a task and follow it through to completion
- Detail and process oriented
- Good communication skills and the ability to work well with others