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| **Help Desk Technician****Job Description** |
| Department: | IT Department |
| Reports to: | IT Specialist |
| Supervises: |   |
| Grade: | 7 |
| FLSA Status: | PT-Hourly |
| Effective Date: | January 2023 |

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| **Job Summary** |
| The Help Desk Support Technician is a Part-time position responsible for providing technical assistance and support to clients with computer systems, hardware, or software issues. Also will respond to queries, run diagnostic programs, isolate problems, and determine and implement solutions. This position would be the first line of escalation. If the issue is not able to be solved, will have to scale it to the IT specialist. Spanish speaking is Desired as most of our users are comfortable using both languages. |

| **Essential Functions** |
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| * Monitor and respond quickly and effectively to requests received through the IT helpdesk thru Google Sheets
* Respond to customer queries by phone and email
* Create step-by-step training material with screenshots for clients
* Provide technical assistance and support for incoming concerns and issues related to systems, software, and hardware
* Document internal procedures
* Maintain daily performance of computer systems
* Ask educated questions and listen to customers to determine the root cause of issues
* Work through the problem-solving process with customers, empowering them to do the same in the future
* Run diagnostic problems to resolve problems
* Clean up computers
* Train incoming staff
* On-Boarding With Staff
* Report significant and recurring issues to the tier-2 support team
* Resolve technical problems with Local Area Networks (LA), Wide Area Networks (WAN), and other systems
* Collect feedback to determine patterns and issues such that they can be resolved or FAQs can be provided to customers to ease troubleshooting.
* Other duties as required.
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| **Qualifications** |
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| * Associates Degree or Certifications in IT, Computer Science, or related field
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| * Proven experience as a Help Desk Technician or other customer service role
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| * Ability to diagnose and resolve basic computer/technical issues
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| * Microsoft and Windows 10 Proficient. -Word, Excel, Outlook
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| * Deep knowledge on installing software
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| * Network Knowledge -understand IP and Network Protocols
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| **Knowledge, Skills and Abilities** |
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| * Commitment to the highest standards of ethical conduct and confidentiality.
* Excellent communication skills
* Keen attention to detail, memory of patterns, and interest in problem-solving
* Ability to troubleshoot Printers -Training will be provided for onsite printers
* Ability to lift 50lbs and move from site to site.
* Must be able to walk and stand for at least a full eight (8)-hour shift.
* Ability to bend, reach, pull, push, kneel, squat and grasp as needed
* Ability to work in a fast paced environment and effectively communicate with guests, co-workers and management is mandatory.
* Strong problem-solving skills.
* Strong computer skills including Excel, Microsoft Word, Database management
* Good planning and organization skills with the ability to handle and prioritize multiple tasks.
* Effective time management skills with the ability to be flexible.
* Ability to use critical thinking and problem-solving skills with sound professional judgment.
* Strong interpersonal skills. Ability to work effectively with a wide range of people.
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| **Physical and Environmental Job Requirements** | **Amount of time** |
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| **Rarely** | **Occasionally** | **Frequently** | **Constantly** |
| **Physical Requirements** |
| **Sitting** - required to sit for extended periods of time without being able to leave the work area |  | **X** |  |  |
| **Standing** – required to remain on feet in an upright position for continuous periods of time without being able to leave the work area.  |  |  | X |  |
| **Walking** – required to walk considerable distances in the facility during the course of work.  |  |  |  | X |
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|  | Up to 10 pounds |  |  | X |  |
|  | 11 to 20 pounds |  |  | X |  |
|  | 21 to 30 pounds |  |  | X |  |
|  | 31 to 50 pounds | X |  |  |  |
|  | 51 to 75 pounds (team lifting as appropriate) | X |  |  |  |
|  | 76 to 100 pounds (team lifting required) | X |  |  |  |
| **Carrying** – required to carry objects in arms or on the shoulder.  |  |  | X |  |
| **Pushing** – required to exert force up to 50 lbs so that an object can be moved away.  |  |  | X |  |
| **Pulling** – required to exert force up to 50 lbs so that an object can be moved towards employee.  |  |  | X |  |
| **Climbing** – required to climb and work in overhead areas.  |  | X |  |  |
| **Balancing** – required to move between objects or work in overhead areas.  |  |  | X |  |
| **Stooping** – required to bend forward by bending at the waist.  |  |  | X |  |
| **Kneeling** – required to move or support self on knees. |  |  | X |  |
| **Crouching** – required to bend the legs or spine.  |  |  | X |  |
| **Crawling** – required to work in confined space and move about on hands and knees.  |  |  | X |  |
| **Reaching** – required to use hands and arms to reach for or place objects.  |  |  | X |  |
| **Feeling** – required to discriminate between varying textures.  |  |  | X |  |
| **Grasping** – required to pick up objects with fingers.  |  |  | X |  |
| **Substantial Movements** – required to perform substantial movement (motions) of the wrists, hands, and/or fingers. |  |  | X |  |
| **Eye, Hand, Foot Coordination** – required to coordinate the eyes, hands, feet with each other in response to visual stimuli.  |  | X |  |  |
| **Motor Coordination Skills** – required to coordinate eyes, hands and fingers rapidly and accurately and handle precise movements.  |  | X |  |  |
| **Color Determination** – required to identify colors through vision.  |  | X |  |  |
| **Near Acuity** – required close, clear vision with or without correction. |  | X |  |  |
| **Depth Perception –** required to distinguish depth.  |  | X |  |  |
| **Tasting** – required to distinguish differences in quality of flavors using the tongue.  | X |  |  |  |
| **Smelling** – required to distinguish differences in quality or type of odors using the nose.  |  | X |  |  |
| **Workplace Environmental Conditions** |
| **Noise Conditions** – exposed to sound levels sufficient enough to cause hearing loss or fatigue | **X** |  |  |  |
| **Extreme Heat** – exposed to high temperatures that result in significant body discomfort. |  | X |  |  |
| **Extreme Cold** – exposed to low temperatures that result in significant body discomfort.  |  | X |  |  |
| **Vibration** – exposed to repetitive vibrations.  | X |  |  |  |
| **Atmospheric Exposures** – exposed to dusts, fumes, vapors or mists that could affect health.  |  | X |  |  |
| **Other** |
| * COVID 19 vaccine required
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| **Compensantion** |
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| Salary: $21 hour |