HELP DESK SUPPORT SPECIALIST

Current Incumbent: New Position
Reports to: Information Technology Manager
Status: Full-Time, Non-Exempt
Updated: February 2019

Department: Information Technology
Direct Reports: 0
Indirect Reports: 0
Eligible for Telework/CWW: Yes

SUMMARY OF POSITION:

The Help Desk Support Specialist provides technical and troubleshooting assistance, diagnosing and resolving issues related to computer hardware and software, laptops, and other tech tools and products. The specialist must be an excellent communicator and be able to translate their technical knowledge into actionable direction. The specialist provides prompt responses to questions, knows how to research issues and, when uncertain, collaborates with the technical team to identify solutions. Primary responsibilities include providing computer and communication system support to users, recording and tracking incidents, documenting problems and conversations to a log to reference for other technicians and training purposes, answering questions and resolving computer and communication system problems for employees in person, via telephone, or from a remote location.

PRINCIPAL ACCOUNTABILITIES:

- Provide Tier 1 Help Desk support and resolve problems to exceed customer's expectations and satisfaction.
- Track, escalate and redirect unresolved issues to Tier 2/3 support in a timely manner.
- Follow-up and educate customers on problem solving processes and see problems through to resolution.
- Document and adhere to internal processes (SOPs) and recommend procedure modifications and improvements.
- Monitor and quickly respond to tickets received through organizational tracking software and process tickets first-in, first-out based on priority.
- Set up, repair, and modify configurations, utilities, software default settings, etc. for laptops and mobile devices.
- Assist with onboarding of new staff including PC setup, deployment of hardware and software.
- Configure PC and Mac workstations and laptops.
- Build and maintain Windows 10 PC images.
- Provide basic network printer support.

- Provide audio visual conference setup and support.
- Support rollout of new systems and programs.
- Deploy system and application updates and upgrades.
- Communicate and collaborate with third parties/vendors to set up/maintain integrations.
- Maintain hardware and software licenses and assist with inventory management

SUPERVISORY RESPONSIBILITIES:

None

TRAVEL:

Little to no travel is expected for this position. If any, travel would be local during the business day.

REQUIRED EDUCATION AND EXPERIENCE:

- Associate degree
- 1–3 years' experience supporting Windows Desktop
- Strong troubleshooting and analytical skills

PHYSICAL DEMANDS:

While performing the duties of the job, the employee is regularly required to sit, use hands to finger, handle or feel objects, tools or controls; reach with hands and arms. The employee may lift up to 30 pounds.

WORK ENVIRONMENT:

Work is regularly performed in a professional office environment and routinely uses standard office equipment.

The physical demands and work environment 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.

Please send resumes, cover letter and salary history to Resumes@naahq.org. No phone calls, please. EOE M/F/H/V