

Job Description – Help Desk Technician

Title

Help Desk Technician

Description

The Help Desk Technician's role is to ensure proper computer operation so that end users can accomplish business tasks. This includes receiving, prioritizing, documenting, and actively resolving end user help requests. Problem resolution may involve the use of diagnostic and help request tracking tools, as well as require that the individual give in-person, hands-on help at the desktop level.



Responsibilities

- Field incoming help requests from end users via both telephone and e-mail in a courteous manner.
- Document all pertinent end user identification information, including name, department, contact information, and nature of problem or issue.
- Build rapport and elicit problem details from help desk customers.
- Prioritize and schedule problems. Escalate problems (when required) to the appropriately experienced technician.
- Record, track, and document the help desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.
- Apply diagnostic utilities to aid in troubleshooting.
- Access software updates, drivers, knowledge bases, and frequently asked questions resources on the Internet to aid in problem resolution.
- Identify and learn appropriate software and hardware used and supported by the organization.
- Perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications.
- Install anti-virus software.
- Performing preventative maintenance, including checking and cleaning of workstations, printers, and peripherals.
- Test fixes to ensure problem has been adequately resolved.
- Perform post-resolution follow-ups to help requests.
- Evaluate documented resolutions and analyze trends for ways to prevent future problems.
- Develop help sheets and frequently asked questions lists for end users.

Position Requirements

- Two year technical degree or greater in the field of computer science and/or four years equivalent work experience.
- Proof of Apple, Microsoft, and other computer certifications are a strong plus.
- Knowledge of basic computer skills, including knowledge in troubleshooting hardware, peripherals, software, operating systems and internet connections.
- Experience with desktop and server operating systems, including DOS, Windows 9x/ME/2000/XP/Vista or Mac OS X.
- Proficiency in software installations and upgrades.
- Strong research and problem-solving capabilities.
- Good understanding of the organization's goals and objectives.
- Exceptional written and oral communication skills.
- Exceptional interpersonal skills, with a focus on rapport-building, listening, and questioning skills.
- Strong documentation skills.
- Ability to absorb and retain information quickly.
- Ability to present ideas in user-friendly language.
- Highly self motivated and directed.
- Keen attention to detail.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Exceptional customer service orientation.
- Experience working in a team-oriented, collaborative environment.

Work Conditions

- Sitting for extended periods of time.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, power tools, and to handle other computer components.
- Lifting and transporting of moderately heavy objects, such as computers and peripherals.