



Job title: IT Help Desk Technician
Department: Information Systems
Reports To: Information Systems Manager
FLSA Status: Non-Exempt
Prepared by: Information Systems Manager / HR
Revision Date: 2/9/2016
Approved by: Human Resources
Approved Date: 2/10/2016

Summary

Responsible for providing technical assistance and support related to computer systems, hardware, or software. Responds to queries, runs diagnostic programs, isolates problems, and determines and implements solution.

Essential Duties and Responsibilities

Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware by handling Tier 1 or Tier 2 help desk support issues.

Responds to queries either in person, remotely, or over the phone.

Responds to the needs and questions of network users concerning their access to resources on the network and the operation of various software programs.

Implements, maintains, analyzes, installs, modifies, upgrades, troubleshoots and repairs hardware and software to include conference rooms.

Clean up computer systems both physically and software based.

Documents and update daily, weekly and monthly computer maintenance.

Assists in establishing and maintaining network users, user environment, directories, and security.

Manage and monitor internal assets to ensure accurate inventory records.

Remains abreast of changes in user and system software and hardware requirements.

Perform other duties as assigned.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Associate's degree (A. A.) or equivalent from two-year college or technical school; three years related experience and/or training; or equivalent combination of education and experience.

Skills and Competencies

Proficiency with Microsoft Office applications: Outlook, Excel, PowerPoint and Word.

Excellent verbal and written English language skills required. Read, interpret and analyze correspondence, memos, reports and tables.

Communicate effectively with individuals at all levels of the organization.

High level of attention to detail and ability to produce quality product when lead-time is short.

Discretion in handling sensitive and confidential documents and situations.

Excellent teamwork skills within IT, as well as other company departments.

Excellent customer service skills and ability to handle requests from individuals from all levels of the organization. Ability to properly prioritize tasks according to department guidelines and degree of urgency required.

Work in office and data center environment. In addition, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds.

Dedicated to company and personal core values.

Practice safety and adhere to all company safety policies.

The physical demands of this position are in line with a typical office environment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Qualified candidates should apply for the position by sending his/her resume to HR@masterbuilt.com.