

## HELP DESK TECHNICIAN

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The **Help Desk Technician** is responsible for handling all levels of support for our end users. The Help Desk Technician has a growing understanding of desktop computers and associated technologies while being a customer service-oriented individual that can triage a problem and determine its fix or next step in the helpdesk hierarchy.

### **Major Duties and Responsibilities:**

- Support desktops, laptops, tablets, printers and smartphones with all end users.
- Support various software/hardware technologies including Imaging.
- Answer Help Desk phone calls and resolve end user issues.
- Ability to disassemble and reassemble electrical components in the field.
- Responsible for administration of IT System(s).
- 24/7 on-call rotation with other members of the support team.
- Responsible for asset documentation.

### **Required Skill/Knowledge**

- Bachelor's degree in Information Technology or related field or related equivalent experience
- 2 – 4 years previous Help Desk Technician experience
- Demonstrated ability to resolve simple and complex IT-related issues under time critical pressure
- Strong customer service skillset
- Ability to think outside of the box to resolve issues
- 3 Comptia or Microsoft Certifications a plus