

Helpdesk Technician

Date Prepared: July 2010

FLSA Status: Non-Exempt

Essential Duties and Responsibilities (other duties may be assigned to meet business needs):

- Respond to Helpdesk requests (in person, voicemail and e-mail) for all company-supported applications.
- Troubleshoot computer problems (e.g., hardware, software, user access, etc.), resolve problems and, when necessary, consult with senior IT staff regarding appropriate fix/action to be taken.
- Perform application installation and computer configurations.
- Communicate and work effectively with staff members.
- Track and document system changes, issues and resolutions.
- Perform hardware installations and repairs (e.g., hard drives, motherboard, etc.)
- Provide computer orientation to new staff members.
- General maintenance of office peripherals.
- Equipment set-up for meetings and conferences.

Qualifications/Requirements:

- Comp TIA A+ base-level technician certification or equivalent work experience.
- One to three years technical support experience.
- Advanced knowledge of company-supported applications
 - ✓ Microsoft Office 2007 and 2010
 - ✓ Adobe Acrobat
 - ✓ Microsoft SharePoint
- Advanced knowledge and experience with Microsoft XP and Windows 7 operating systems.
- Strong interpersonal skills and ability to communicate problems to staff in laymen terms.
- Aptitude to learn and support new and custom applications.
- Bachelor's Degree or working toward degree in related field preferred.

We are committed to the full utilization of all human resources and to a policy of equal employment opportunity. We will not discriminate against staff members or applicants for employment on any legally-recognized basis including, but not limited to race, color, religion, sex, marital status, national origin, physical or mental disability, age or veteran status.
