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SUMMARY

The Help Desk Technician (aka, Computer Support Specialist) provides assistance to any and all employees using computer hardware and software/supports information technology employees within the organization assists non-IT users (internal and/or external) who are experiencing hardware and/or software problems.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Test and evaluate computer hardware, software, and/or systems (networks).
- Perform periodic maintenance of the computer network (WAN/LAN, hardware, and software).
- Troubleshoot computer-related problems; develop and implement solutions to those problems in a timely manner.
- Understand and be understood by non-IT employees/customers.
- Work independently and as part of a team of technicians.
- Make decisions quickly and decisively, often with limited information.

ORGANIZATIONAL RELATIONSHIPS

Reports directly to the Information Security Manager/Technical Support Manager/IT Manager.

PROCEDURES

Procedure ID and Name	Policies & Procedures Manual
ITSD108 IT Incident Handling	Computer & Network (IT)

QUALIFICATIONS

A bachelor's degree in computer science/information technology is required. 2+ years of experience in an IT environment (discipline) is also required. Preference will be given to candidates with CompTIA A+ certification.

Excellent communication skills and the ability to work well with IT technicians / specialists and non-IT personnel are essential. Interpersonal skills and listening are crucial. Strong troubleshooting and problem-solving skills are a must.

A year or more of experience in a help desk environment using Remedy is preferred.

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