

Title:	Helpdesk Technician	Date Prepared:	12/2024
Reports To:	Information Technology Manager	FLSA Status:	Non-Exempt
Dept./Location:	Information Technology	Approved By:	

I. Purpose of Position

The technician is responsible for providing technical support and assistance to employees as well as external customers. Positive and productive interaction with customers by phone or in-person to resolve computer problems related to software, hardware, network and telephone related issues to help them get back up running smoothly again is essential. Excellent communication and interpersonal skills, along with patience, a customer-first approach, and the ability to work in a team environment will be necessary. Additionally, the technician should have a technical understanding of various hardware, software and networking systems being supported.

II. Duties & Responsibilities

- Serve as first contact with customers and employees who need technical assistance via phone or email.
- Respond to customer issues via phone, email or in person in a timely manner.
- Provide thorough customer assistance when performing initial troubleshooting of common IT issues.
- Run diagnostics to troubleshoot and resolve customer reported issues.
- Provide basic sales and pricing information for customers.
- Document customer interactions and create trouble tickets.
- Collaborate with other IT team members to escalate and resolve complex issues.
- Follow-up with customers to ensure issues are resolved.
- Organize and arrange schedules for IT support activities and projects.
- Assist with inventory monitoring and purchasing.
- Assist higher-level technicians with support tasks or projects as required.

III. Knowledge & Experience

- Knowledge and skills typically acquired through an Associates degree in IT or closely related field.
- One-year equivalent work experience preferred.
- A good understanding of computer systems, networks, and software applications.
- Experience in Windows desktop Operating Systems, Mac OS and iOS support.
- Understanding of WAN, LAN and Wi-Fi connectivity.
- Working knowledge of consumer and small business grade Wi-Fi routers.
- Working knowledge of DHCP, DNS and TCP/IP networking concepts.
- Basic knowledge of design of LAN/WAN networks.
- Basic knowledge of networking standards, protocols and troubleshooting.
- Fundamental understanding of cybersecurity principles.

IV. Skills, Abilities, Qualifications or Expectations

- Ability to manage multiple tasks and prioritize effectively.
- Strong written and verbal communication skills.
- Ability to communicate technical information in non-technical terms.
- Strong customer services skills.
- Ability to adapt to evolving scenarios, employ quick, strategic thinking, and utilize critical thinking skills to navigate complex challenges independently.
- Shows initiative to be proactive.
- Willingness to continuously learn.
- Establish and maintain effective working relations with staff.
- Must possess and maintain a valid driver's license.

V. Environmental Conditions

- Normal office environment with occasional exposure to outside weather conditions and some vehicular travel.
- Periodic exposure to electronic components which could cause electric shock.
- Periodic maneuvering of equipment weighing up to 30 lbs; infrequent maneuvering of equipment weighing 75+ lbs.
- Occasional exposure to fiber optic cable and potential exposure to infrared light.

VI. Equipment & Tools

- Daily use of common office equipment, computer, telephone, copier, fax, and printers.
- Occasional use of basic hand tools and power tools.

The above is intended to describe the general content and requirements of this position. It should not be viewed as all encompassing or an exhaustive list of duties and responsibilities. Other duties may be assigned as required by business necessity.