



## **HelpDesk Specialist II**

### **Job Description**

The I.T. Helpdesk Specialist position utilizes remote connectivity software to connect to and troubleshoot issues with client systems in a fast-paced helpdesk environment. The position is highly reliant on customer service and interpersonal skills as much as technical ability. Candidates must be able to meet or exceed efficiency and customer service based goals and provide the best technical service in the I.T. Support field.

#### **Responsibilities:**

- Field incoming help requests from end users via both telephone and work orders in a courteous manner.
- Document all pertinent end user identification information, including name, department, contact information, and nature of problem or issue.
- Build rapport and elicit problem details from help desk customers.
- Prioritize and schedule problems. Escalate problems (when required) to the appropriately experienced technician.
- Record, track, and document the help desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to the final resolution.
- Apply diagnostic utilities to aid in troubleshooting.
- Access software updates, drivers, knowledge bases, and frequently asked questions resources on the Internet to aid in problem resolution.
- Identify and learn appropriate software and hardware used and supported by the organization.
- Perform hands-on fixes at the desktop level, including installing and upgrading software, implementing file backups, and configuring systems and applications.
- Test fixes to ensure problem has been adequately resolved.
- Perform post-resolution follow-ups to help requests.
- Develop help sheets and knowledge base articles for end users.
- Perform related duties consistent with the scope and intent of the position.

#### **Position Requirements:**

##### **Formal Education & Certification**

• Associates or equivalent, and/or 2 years work experience in related field required. Candidate is required to obtain A+ or other industry standard certification within 6 months of hire

#### Knowledge & Experience,

- Knowledge of basic computer hardware.
- Experience with desktop operating systems including Windows, Linux, and Mac OS as well as Mobile Operating Systems
- Extensive application support experience.
- Ability to **quickly** troubleshoot and resolve technical issues with PCs, Servers, and other network equipment in a fast-paced environment.
- Working knowledge of a range of diagnostic utilities.
- Good understanding of the organization's goals and objectives.
- Exceptional written and oral communication skills.
- Exceptional interpersonal skills, with a focus on rapport-building, listening, and questioning skills. • Strong documentation skills.

#### Personal Attributes

- Ability to conduct research into a wide range of computing issues as required.
- Ability to absorb and retain information quickly.
- Ability to present ideas in user-friendly language.
- Highly self-motivated and directed.
- Keen attention to detail.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Exceptional customer service orientation.
- Experience working in a team-oriented, collaborative environment. Work Conditions
- Sitting for extended periods of time.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, power tools, and to handle other computer components.

#### **Benefits:**

We offer Unlimited Time Off\* 100% Employer paid Health, Vision, and Dental\*

Job Type: Full-time

Salary: \$30,500.00 to \$32,500.00 /year