



Position: Help Desk Technician

Location: Louisville, KY

The **HELP DESK TECHNICIAN** position reports to the I.T. Service Desk Lead.

PURPOSE OF POSITION: The role of the Help Desk Technician is to assist customers who are experiencing any procedural or operating difficulty with the use of IT applications, products or services. Complex and/or high priority problems are elevated to specialized support groups for resolution when needed, but the Help Desk Technician is responsible to ensure that an effective solution is provided to the user. Position shift will be from 11AM-8PM, M-F, at Corporate Headquarters. All Kentucky Covid-19 requirements are strictly adhered to and will be enforced.

ESSENTIAL FUNCTIONS:

Includes the following. Other responsibilities may be assigned.

- Effectively, professionally, and respectfully represents other Information Technology staff members, teams, and their services to the client community.
- Provides support for Information Technology products and services. Support may include answering questions, troubleshooting problems, teaching or instructing employees regarding software or hardware functionality, and communicating policy. Additionally, it may involve troubleshooting printer issues and other network devices.
- Determines the most effective manner to resolve employee's technical issue. Engages in research and in depth troubleshooting to resolve technical issues.
- Repair, setup and installation of hardware related devices (laptops, desktops, scanners, iPads, iPhones, etc)
- Unpacks and stores I.T. related equipment and toner as needed.
- Records employee and problem information in Zen Desk Ticket System. Updates tickets with appropriate journal entries of activities, and closes tickets with resolution entered upon completion of the job.
- Resolves Level 1 work orders. Elevates complex and/or high priority problems to the appropriate support groups for resolution.
- Verifies that suggested solutions effectively resolve the users' problems through verbal or email follow up.
- Works on Help Desk related projects as assigned by Service Desk Lead.
- Exchanging printer/copier toners.
- Sets up users and permissions in both Active Directory and ERP system.
- Updates I.T. Service Desk Lead of equipment to be issued to users, so that it may be tracked.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Previous experience providing security permissions.

**EXPERIENCE:**

Experience in hardware, software, network troubleshooting, basic operating system functionality or equivalent training and/or education is extremely beneficial. Customer service experience is preferred.

COMMUNICATION SKILLS:

This position requires handling confidential information in an appropriate manner. Customer interactions must be handled with diplomacy and tact. Individual must be able to gauge the customer's technical ability and communicate with them in appropriate technical or non-technical language in a non-condescending manner.

DECISION MAKING/JUDGEMENT:

This position involves projects and/or assignments requiring considerable decision-making authority regarding procedures, plans, and schedules. Although there are sometimes problem-solving guidelines for particular problems, there may be no existing procedures or instructions for those problems. The technician may be on their own in solving problems and determining satisfactory solutions. Ability to work independently and in a team setting is imperative.

OTHER SKILLS AND ABILITIES:

- Must be able to learn and support new and quickly-changing technologies.
- Ability to research solutions or information regarding technical issues.
- Excellent interpersonal skills.
- Good work habits under pressure.
- High energy level.
- Detail oriented.
- Must have a good command of the English language in order to provide effective phone, desk-side, and email support.

ADDITIONAL CRITERIA

- High School Diploma or GED required
- Some college preferred, but not required
- Must be proficient with Microsoft Office Applications (Word, Excel, Outlook)
- Must have strong communications skills, both written and verbal
- Strong interpersonal, problem-solving, decision-making, planning and organizational skills are required.
- Position requires the ability to maintain an above average level of accuracy, quantity and proficiency of work in a busy atmosphere. Occasional lifting of up to 50 LBS, may be required.
- Adaptability and dependability are required.



Printed Name: _____ Signature: _____