Help Desk Technician Job Description

The Gilmour Academy Information Technology Department is seeking a motivated customer service-driven Help Desk Technician. The position will assist faculty, staff, and students with both hardware and software troubleshooting. There is ample opportunity for learning new skills and cross-training with other members of the IT Department.

Help Desk Technician Job Duties:

- Serve as the first point of contact for faculty/staff/students seeking technical assistance in person, over the phone, virtually, or by email.
- Utilize a HelpDesk ticketing system.
- Maintain/troubleshoot desktops and laptops (both Windows and MacOS devices) on school-owned devices.
- Work with device manufacturers on warranty claims on school-owned devices.
- Perform hardware diagnostics and general repairs/upgrades on school-owned devices (hard drive replacement, memory upgrades, etc).
- Provide hardware/software troubleshooting for students (grades 7 -12) BYOD devices
- Assist in software installation/troubleshooting for staff and student devices.
- Assist in the creation of new staff/student Active Directory accounts.
- Troubleshoot account issues with SSO and Google Suite for Education applications.
- Create "How-To Guides" for end-users (software installs, basic troubleshooting, or accessing services like VPN).
- Set up and deploy desktops/laptops for new users.
- Stay up-to-date with current technology.
- Perform additional duties which could include working with access control, security cameras, and other department projects when needed.

Help Desk Technician Skills and Qualifications:

Strong computer skills and the ability to troubleshoot and diagnose problems, familiarity with both PC and Mac hardware and software, experience with network repairs and analysis, good customer service skills, ability to communicate effectively to help end-users fix their issues and feel satisfied with the experience, writing and editing skills to aid in writing and updating self-help guides. Expertise with Microsoft Office, G Suite for Education, Webex, Zoom, and Adobe Creative Cloud.

Please email a cover letter, resume, and list of references to patrickc@gilmour.org.

Dated 3/4/2021