

Summary:

The Computer/HelpDesk Technician provides the first line response for users requiring assistance with Information Technology issues and problems, responding to requests for technical assistance by phone, email and/or using the help desk ticket management system.

Essential Duties and Responsibilities include, but are not limited to, the following:

- Assisting internal customers with issues using supported software and computing platforms to the best of his/her ability, in a professional and courteous manner
- User support of PC and MAC platforms
- Maintaining and tracking issues in the help desk tracking system
- Providing a positive, expedient response to end users experiencing technology issues
- Repair /remediation of issues related to areas supported by Information Technology
- Availability to occasionally work after hours or on weekends in support of company or IT projects
- Other duties as assigned

Qualification and Education *Requirements:*

- Associate Degree in IT related field or Bachelor's Degree in IT related field (preferred)
- Minimum 4 years of hands-on experience in an IT environment, including user support required
- Excellent customer service and communication skills
- Professional attitude
- Ability to work independently
- Desire to learn new technology on a continuing basis
- Demonstrated ability to:
 - Support Microsoft Windows Operating systems in an educational environment
 - Troubleshoot and repair user hardware issues on desktops and laptops
 - Support laptops, desktops, and related peripherals in a business environment
 - Troubleshoot and resolve network connectivity and wireless issues on desktops and laptops
- Experience troubleshooting Microsoft operating systems, Apple XOS operating systems, and Outlook and Exchange email issues
- Experience with server and network systems in a corporate environment

Preferred Skills or Qualifications:

- WEB development support
- Application support (Careflow, Senior Systems, Haiku Learning)