

Lutheran Services Carolinas

Job Description

Job Title: Helpdesk Technician I

Supervisor (title): IT Helpdesk Manager

Department: Information Services

Approved by: M. Lura 

Date: 05.14.18

Position Purpose/Summary: Helpdesk Technician I will serve as the first point of contact for any tickets that come via our ticketing portal and for phone calls to the helpdesk. They will also escalate any tickets to helpdesk technician II when necessary. They will also do hardware repairs for workstations that come in.

Essential Functions (*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*):

1. Provide remote support to various users to troubleshoot and diagnosis IT issues
2. Making outgoing calls or answering incoming calls to provide IT support and gather information
3. Serve as the first point for end users needing IT assistance.
4. Effectively communicate technical information to non-technical people
5. Open and update end users tickets that meets our SLA policy through the ticketing system and emails
6. Effectively escalate tickets appropriately whenever necessary
7. Install approved applications on local workstations
8. Unlock and reset user passwords with the tools given
9. Create and modify user accounts.
10. Modify computer accounts using the tools given
11. Send documentation to for Meraki/email set up after the appropriate form is turned in to IT
12. Assist with mobile devices set ups for VPN and email
13. Identify basic network issues and escalate to engineering when necessary
14. Image or re-image workstations when necessary
15. Hardware repairs on LSC workstations
16. Install and test the high availability solution on computers as needed.
17. Install any new hardware rollouts, including workstations and related peripherals.
18. Maintain a log of all computer names, workstation names, warranty dates, etc.
19. Enforce policy for recycling and disposing of equipment, as well as a tool for tracking when and how to replace equipment
20. Assist with report writing, as needed
21. Use of DX tools to assess or monitor computer system
22. Assist with end user education and enforcement of policies related to IT
23. Other duties as assigned by IT Helpdesk Manager

Supervisory Responsibilities, if any (*The scope of the person's authority, including the positions that report to the incumbent.*): **N/A**

Qualifications (Minimum Job Requirements): *The requirements listed below are representative of the knowledge, skill, and/or ability required for the job:*

Education: 2 year degree; or equivalent work-related experience in IT.

Experience: Minimum 2 years experience in an IT related and/or customer service field.

Specific skills/abilities:

- Excellent verbal and written skills
- Able to diagnose and resolve basic technical problem
- Able to keep calm in stressful situation
- Must be able to work effectively with others as a team
- Able to communicate technical related issues to non-technical people effectively
- Must be able to manage time and make appointments with various users when necessary
- Basic knowledge of Windows 10

Specialized knowledge, licenses, etc.:

Preferences (Optional):

1. 2-year degree; and/or equivalent certifications in computer hardware related area.

Working Conditions/Physical Requirements:

1. Office environment; sitting at desk and in front of computer for extended periods of time
2. Fine dexterity for small part repairs
3. Ambulatory throughout all locations
4. Ability to lift minimum 25 pounds
5. Available to work 12 hour shifts when necessary
6. Available to be on-called after hours

This job description is not an employment contract. Lutheran Services Carolinas reserves the right to alter the job description at any time without notice.

Employee Signature

Date

Supervisor Signature

Date

Employee signature constitutes employee's understanding of the requirements, essential functions, and duties of the position.