

# Job Description

**Title:**

**Level 1 Helpdesk Technician**

**Skills:**

Ability to support and troubleshoot computers, network equipment, and servers. Troubleshooting and documentation skills, ability to learn new systems and technology, and ability to communicate with personnel effectively.

**Last revised:**

7/1/2020

**Pay rate:**

Depends on experience (overtime rate applies above 40 hours worked per week)

**Average weekly hours:**

45 hours

**Job description:**

The level 1 helpdesk technician is responsible for being the first point of contact for customers with technical problems. This includes, but is not limited to, answering technical phone calls, answering e-mails, working new and existing tickets, and responding to monitoring alerts. Some after-hours time may be necessary for after-hours maintenance and to finish up support calls and sessions. Occasional on-site work will also be necessary. On-call duties include secondary/back-up on-call responsibilities.

**RESPONSIBILITIES:**

- Provide remote support for desktop environments to include troubleshooting of PC/Mac laptop and desktop hardware and related applications and peripherals
- Provide remote support of end users and assist them with any technical issues they may have
- Provide basic network troubleshooting assistance
- Provide basic server troubleshooting assistance
- Monitor server & network monitoring system for alerts
- Update and maintain server & network monitoring system
- Backup contact for network and server issues
- Periods of 24x7 on call emergency issues (not in the main on-call rotation)
- Log and track trouble tickets using help desk application
- Performing software/hardware installations, troubleshooting, and maintenance to assist computer/network technicians
- Support scheduled and non-scheduled system backup and recovery processes
- Assist in administration of production systems when required
- Documentation of all work, system passwords, and system configuration changes

- Pickup and delivery of computer equipment
- Other duties as assigned

**REQUIREMENTS:**

- Ability to document issues and problem resolutions in accordance with company policies
- Ability to follow written documentation step by step when setting up new systems or modifying existing systems
- Aptitude to learn new systems and new technology
- Excellent written and verbal communication skills with the ability to communicate with all levels of personnel
- Flexible meal breaks
- Valid driver's license with no substantial driving infractions
- Ability to stay on phone calls or support sessions until their completion
  - May include non-stop hours on the phone
  - May include staying up to an hour after normal end of day

**EXPERIENCE:**

- Substantial desktop troubleshooting, repair, and malware extraction
- Substantial experience supporting Windows desktop operating systems (Windows 7 through Windows 10)
- Background in desktop & server support
- Basic experience with Windows based servers
- Basic experience with Active Directory and Windows Group Policy
- Basic experience administering Exchange 2007-2019 and Office 365
- Basic firewall, switch, and wireless knowledge
- Some exposure to Linux, Unix, BSD and similar Unix style systems
- Associates degree in computer/network support or equivalent experience