



Job Title: Help Desk Technician
Job Code: 461
Department: Information Technology
Reports To: Information Technology Manager
Class Code: 8810
Salary Level: Hourly 13
Pay Range: \$16.28 – \$21.96
FLSA Status: Non-exempt
Prepared Date: 9/2020

SUMMARY

Responsible for supporting the association's computer users and work stations in a wide area network environment.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Provide excellent customer service to members, guests, employees and business partners.
- Configure, install, troubleshoot and maintain local area network hardware, software, and telecommunications services such as personal computers, system software, software applications, printers, cabling, Point of Sale systems and telephones.
- Establish and maintain network users, user environment, and directories.
- Train users on software and equipment usage.
- Respond to the needs and questions of network users concerning their access to resources on the network and the operation of various software programs.
- Communicate with other departments to report and resolve software, hardware, and operations problems.
- Configure and deploy new desktops and laptops and routes seasonal hardware to appropriate locations.
- Maintain, upgrade and repair servers and desktop computers.
- Setup and configure MS Office applications including e-mail and Internet settings, file locations, etc.
- Data entry and POS product input and maintenance.
- Keep current of industry trends and participates in the training and education appropriate to field.
- Assist in departmental processes like purchasing, receiving, maintaining knowledge base, work order system, etc.

DEMEANOR

Must be able to complete work with extreme accuracy and attention to detail. Must be able to work under pressure while maintaining accuracy and efficiency.

QUALIFICATIONS

To perform this job satisfactorily, an individual must be able to perform each essential duty. 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.

EDUCATION and/or EXPERIENCE

A.A. in Computer Science or related field; or two years related experience and/or training as a computer technician; or equivalent combination of education and experience. Requires strong Window XP, Cisco IOS, 2K3 Server setup and configuration skills.

CERTIFICATES, LICENSES, REGISTRATIONS

Requires possession of valid Class C Driver License with a driving record meeting the minimum standards required by the Association insurance carrier. Prefer A+ certification or equivalent.

LANGUAGE SKILLS

Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management, public groups, and/or boards of directors.

MATHEMATICAL SKILLS

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The employee frequently is required to reach with hands and arms and stoop, kneel, crouch, or crawl. The employee is occasionally required to stand, walk, climb or balance, and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.