



## Job Description

### [Information Technology Help Desk Technician]

**I. Overview:**

<b>Category</b>	<b>Information</b>
Job Title	IT Help Desk Technician
Division	Finance and Administration
Department (if any)	Information Technology
Status	Full Time
Hours	40
Supervisor/Reporting	IT Manager
Supervisory Responsibilities	N/A

**II. Description (brief)**

The Information Technology Help Desk Technician works directly under the supervision of the IT Manager. This person assists with various IT functions for the company.

**III. Essential Job Duties & Responsibilities:**

To perform the job successfully, an individual must be able to perform each essential duty satisfactorily. The duties of the position of Information Technology Assistant include, but are not limited to, assisting the IT Manager with the following:

	<b>Essential Duty or Responsibility</b>
1	Enters tickets for all work performed with resolution daily.

Updated: 03/2024

2	Configures the selected hardware and software products. Assures availability of the computer system for organization in a timely manner. Visits other sites as needed per ticket request.
3	Provides technical assistance and advice to users as needed, and contacts vendors promptly to help resolve any computer/software/hardware and phone and printer issues.
4	Plans and maintains networks of PCs and workstations.
5	Works with IT Manager & IT consultant and follows their directions closely.
6	Troubleshooting knowledge of Microsoft 365 is required. Familiar with Outlook 365 app.
7	Monitors the network utilization to detect potential errors or problems and provides necessary prevention guidelines.
8	Monitors network to determine upgrade requirements and general utilization issues. Update computers and printers as needed.
9	Works on computer related programming issues and projects as requested.
10	Other duties as assigned.

**IV. Qualifications & Conditions:**

<b>Category</b>	<b>Qualification or Condition</b>
Communication	Possesses excellent communications skills, including but not limited to, the ability— <ul style="list-style-type: none"> <li>• To speak and write in English clearly, meaningfully, and persuasively; and</li> <li>• To speak, listen, and respond effectively with and among staff;</li> </ul>
Computer Skills	Possesses knowledge of computer hardware and software applications. Extensive experience with desktop hardware, software applications, operating systems and network connectivity is required.
Driving	Driving is required for this position.  Therefore, the staff member must have the legal ability to drive a motor vehicle in California, proof of a valid California driver's license, and adequate motor vehicle insurance.
Education, Experience, & Certifications	High school degree is required. AA degree or college level course work in Computer Science is required. Windows AD management and configuration experience preferred. At least 3 years of Help Desk Experience

Updated: 03/2024

	Microsoft Dynamics 365 business or MCP certificate preferred.
Leadership & Other Skills	Has a demonstrated ability to work well with others. Must be self-motivated and can set priorities independently. Must remain focused and practice good time management. Must be able to adhere to all company policies and procedures.
Mathematical & Reasoning Skills	Possesses excellent mathematical and reasoning skills. This includes, but is not limited to, the ability to perform basic mathematical skills (add, subtract, multiply, divide, fractions, decimals, etc.), the ability to resolve practical problems and deal with a variety of concrete variables in situations where only limited information exists, and the ability to interpret data and/or instructions.
Physical Demands	While performing the duties of this job, the staff member must be physically able and agile enough to install computer related equipment in workstations.
Work Environment	<b>This job position has a moderate to high stress work environment.</b>  The work environment may have frequent interruptions, time constraints, and emotional demands. The noise level is low to moderate. The corporate culture is friendly and goal oriented.  The work environment characteristics described here are representative of those a staff member encounters while performing the essential functions of this job.

*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and functions.*

A copy of this Job Description was given to the staff members.

Date: \_\_\_\_\_

\_\_\_\_\_  
(Supervisor or Human Resources)

Updated: 03/2024

I received a copy of this Job Description.

Date: \_\_\_\_\_

\_\_\_\_\_  
(Staff Member)