

Position: Help Desk Technician (full-time)

Job brief:

We are looking for a competent **Help desk technician** to provide fast and useful technical assistance on computer systems. You will answer queries on basic technical issues and offer advice to solve them.

An excellent Help desk technician must have good technical knowledge, and be proficient in English with excellent communication skills to communicate effectively, understand the problem, and explain its solution. They must also be customer-oriented and patient to deal with difficult customers.

Responsibilities:

- Serve as the first point of contact for users seeking technical assistance over the phone or email
- Perform troubleshooting through diagnostic techniques
- Determine the best solution based on the issue and details provided
- Direct unresolved issues to the next level of support personnel
- Provide accurate information on IT products or services
- Maintain support ticket records to log issues and solutions
- Update internal team with pertinent information regarding issues
- Identify and suggest possible improvements on procedures
- Manage Phone System
- Setup and Support for Distance Learning Systems (ITV)
- Print management and Printer support
- Campus-wide computer system support and maintenance
- Employee\Student WTC account support
- Wireless Support
- Installation of software
- Hardware quotes
- Security Camera Support
- Minor Phone support
- Offsite support
- Workplace attendance is essential for job function
- Ability to work full time is essential
- Required to be collegial, respectful and professional with faculty, staff and students at all times
- Other duties as assigned

Education Requirements:

A+ or similar certification preferred

Network+ desired

Associates degree preferred

Physical Requirements:

Occasionally ascends/descends a ladder during installation of equipment. Will need to position self to maintain computers under desks, tables, and in the server closet/room. Must be able to exchange accurate information when dealing with users. Must have finger and hand dexterity necessary to service computers and peripherals on a daily basis. Frequently moves equipment weighing up to 25 pounds across campus for various needs with the aid of rolling carts.