

IT Desktop Support Technician



JOB TITLE: IT Desktop Support Technician

REPORTS TO: CIO

TYPE: Full Time (hourly)

Job Summary / Overview:

Responsible for providing first level help desk computer support. Provide training to staff on use of desktop and laptop computers. Performs imaging, configuring, and deploying computers, printer, and other peripherals.

Essential Duties:

- Responds to incidents and requests tickets in a timely fashion and documents all activity related to that ticket. Takes ownership and sees through to completion.
- Provides laptop and desktop PC support for users with equipment running Windows operating systems, Chromebook, iOS, and MAC operating systems.
- Completes lifecycle maintenance of PC systems by imaging and deploying new replacement systems.
- Diagnose and resolve all PC related issues, including but not limited to, hardware failure, operating system errors, software compatibility issues, and network connectivity.
- Diagnose and resolve all IT related equipment issues, including but not limited to, hotspots, office phones, cell phones (IOS & Android), printers, scanners, docking stations, monitors, webcams, tablets, cabling, etc.
- Assists with projects, occasionally after hours or on weekends.
- Identifies and escalates complex problem reports or service requests to senior level staff.
- Assists with setting up audio/visual equipment for various events and meetings on site and off.
- Utilize RMM system (Remote Monitoring and Management) to push patches, provide remote support, and monitor system health and information.
- Manage Domain user accounts and domain computers via Active Directory.
- Provide Tier 1 & Tier 2 support for all Office 365 applications.
- Manage and document all incoming and current hardware and peripherals.
- Prepare and document all end of life equipment for proper disposal.
- Image and prepare new systems for all PSHC team members.
- Provide after-hours systems check on a rotational basis.
- Travel for remote user support for local and regional team members.
- Performs other duties as assigned.

Requirements:

High School Diploma or GED required. 6 month technical experience required.

Competencies:

IT Desktop Support Technician



- Customer Service
- Communication Skills
- Displaying Technical Expertise
- Supporting Coworkers
- Adaptability/Flexibility
- Self-Motivated
- Attention to detail
- Follow-through and follow-up
- Takes ownership
- Trustworthy
- Quick to Learn – Just in Time Training

Computer Skills: Intermediate

- Knowledge of Windows and Office.
- Computer trouble shooting: WiFi, Power, Display Settings
- LAN / WLAN connectivity

Physical Demands: Moderate physical exertion or activity.

Work Environment: Office environment. 7:30am-4:30pm and/or 9:00am-6:00pm on a rotating bases.