



POSITION DESCRIPTION

Position title	IT Helpdesk Technician
General description	The IT Helpdesk Technician will provide for the implementation, repair and support of the personal computers and peripherals, desktop and office productivity applications, mobile devices and other technology provided to staff to meet the current and future organizational needs. Working collaboratively with staff and vendors to deliver the timely and appropriate solutions for issues and technology needs. Responsibilities include administering the IT helpdesk system, resolving level (tier) one hardware/software/system issues, installing Windows-based hardware and software, ensuring user access to systems, and supporting office productivity applications and services. Ability to effectively communicate and work with staff and vendors is required. Ability to work with minimal supervision is required, along with strong organizational skills and team-oriented interpersonal skills.
Date	07/13/2017
Grade/Level	Non-Exempt
Reports to (title)	Director of Information Technology
Department	Information Technology

Major Duties and Responsibilities

Rank	Duty/Responsibility	Percentage of time
1	Computer Helpdesk Support	35%
	Monitor and administer IT helpdesk ticketing system. Serve as initial reviewer of all helpdesk tickets, and assign tickets in accordance to guidance provided by supervisor. Ensure that problem and resolution for all IT requests are documented in helpdesk system.	
	Provide support for level one issue with PC hardware and software, peripherals, mobile devices, and on premise and cloud-based systems. Escalate and assign to appropriate IT staff or vendor, issues requiring level two support or for areas not handled by the IT helpdesk. Coordinate with vendor and user on issues assigned to vendor until resolution of issue.	
	Add, remove, update account access to APS network resources, enterprise applications and cloud-based services.	
2	Implement and support PC hardware, software, peripherals	30%
	Install, maintain, repair and support Windows 7 and Windows 10 computers. Implement and support computer peripherals. Implement and support VoIP phones.	
	Support and maintain local and network printers, and Xerox multifunction machines.	
	Support physical connection from APS network equipment to computer, and provide onsite support of managed services vendor (phone and network) working on LAN, WAN and VoIP issues.	
	Install, maintain and support Office 2010 Suite, Adobe Creative Suite applications. Install and maintain other desktop application software needed by APS staff.	



3	Implement and support Office 365 applications and services	30%
	Install and support Office 365 tools and services, including Hosted Exchange, Skype for Business and OneDrive for Business.	
	Act as a resource for staff questions concerning the use and utilization of Office 365 desktop applications and cloud-based services. Provide user training and user documentation as needed.	
4	Administer IT loaner equipment and IT supplies	5%
	Coordinate with staff on their loaner equipment requests, and the checking in and out of the equipment. Maintain the IT loaner equipment system, including checking and cleaning or clearing of items when checked back in.	
	Maintain IT supplies levels and organization: toner, batteries, cables, keyboards, mice, monitors, etc.... Inform supervisor of items needing to be purchased. Identify additional equipment needed to meet staff technology needs.	

Incumbent is expected to perform other duties as assigned by the Director of Information Technology in support of the organization’s goals and the Society’s needs.

Knowledge & Skills	Indicate the minimum education level (or equivalent experience) required in your position.		List the skills applicable to your position and indicate the minimum proficiency required: A= Novice; B= Proficient; C=Expert	
	Check those which apply	Subject or major field of study	Skill (Specify equipment/system)	Minimum Proficiency
X	High school	Diploma	Office 365	C
X	Prof/technical (preferred, or equivalent additional experience)	CompTIA A+, MCP or other equivalent certification	Outlook 2010 and MS Office 2010	C
	College courses		Use of helpdesk system	C
	Bachelor’s degree		Windows 7/8/10	C
	Master’s degree		Windows-based PC hardware and peripherals	C
X	Other	IT Helpdesk experience (2 years)	Active Directory	A
			VMware VDI	A
			Network printers	C
			Adobe Creative Suite	A
			Time Management and Organizational Skills	C

Decisions	Give two or three examples of decisions you make or actions you may take without prior approval.	Adding or removing account access to a user. Escalating an issue to a vendor as per the criteria previously provided by supervisor. Dispensing IT supplies to staff upon request.
	Give an example of decisions you refer to a higher authority.	Taking any action with staff or vendors that commit financial resources. Purchasing and approving other staff to purchase technology equipment on behalf of APS.

Guidelines	Indicate any special policies, formal procedures, or precedents that guide your work.	APS Bylaws/Operational Guide.
	Indicate the work that requires you to apply the greatest amount of judgment.	Identifying, prioritizing and assigning helpdesk tickets in a manner that best meet all users’ needs for resolution in a timely manner.



Challenges	Briefly describe the most difficult problems you encounter and complex tasks you perform in your work.	Determining and implementing solutions that best balance user needs against supportability factors.
	Briefly describe the work which provides the greatest opportunity to use new or different methods or innovative approaches.	Implementing use of various, available applications, tools and services to enable for users new capabilities that meet their new functional requirements.

Working Conditions	This position requires sitting (80%), standing (5%), and walking (15%). Additional physical requirements are as follows <ul style="list-style-type: none"> • Requires lifting materials of approximately 20-25 lbs. • Often requires computer responsibility which involves extensive use of keyboard, mouse and monitor. 	
	Work Environment/Conditions: <ul style="list-style-type: none"> • Dayshift hours primarily • Travel and other work related assignments on weekends is possible. 	