

Help Desk

Job Title:	Help Desk	Company Job Code:
FLSA Status:	Division/Department
EEO Code:	Reports to:	Supervisor
Salary Grade/Band:	Last Revision Date:

SUMMARY

Provide support to staff on all company supported applications. Troubleshoot computer problems and determine source, and advise on appropriate action. Complete application project-based work.

PRIMARY RESPONSIBILITIES

1. Answer staff questions in person and via phone on all company supported applications.
2. Troubleshoot computer problems.
3. Determine source of computer problems (hardware, software, user access, etc.).
4. Advise staff on appropriate action.
5. Serve as liaison between staff and the technology department to resolve issues.
6. Work one-on-one with staff on application projects.
7. Provide recommendations on company application purchases.
8. Document resolutions for future reference.
9. Other duties as assigned.

ADDITIONAL RESPONSIBILITIES

1. Perform hardware and software installations.
2. Provide on-the-job training to new department staff members.
3. Provide computer orientation to new company staff.

KNOWLEDGE AND SKILL REQUIREMENTS

1. Basic reading, writing, and arithmetic skills required. This is normally acquired through a high school diploma or equivalent.
2. Advanced knowledge of company supported applications. Ability to learn and support new applications. Work with staff requires interpersonal skills. This is normally acquired through a combination of a Bachelor's Degree and three to five years of application experience.

WORKING CONDITIONS

Working conditions are normal for an office environment. Work requires almost exclusive work using a telephone and computer.

SOURCE: hrVillage.com