Job Description – Help Desk Technician

Title

Help Desk Technician

Description

The Help Desk Technician's role is to ensure proper computer operation so that end users can accomplish business tasks. This includes receiving, prioritizing, documenting, and actively resolving end user help requests. Problem resolution may involve in-person, hands-on help at the desktop level.

Responsibilities

Strategy & Planning

• Evaluate documented resolutions and analyze trends for ways to prevent future problems.

Operational Management

• Field incoming help requests from end users via ticketing system, telephone or e-mail in a courteous manner.
• Document all pertinent end user identification information, including name, department, contact information, and nature of problem or issue.
• Build rapport and elicit problem details from help desk customers.
• Prioritize and schedule problems. Escalate problems (when required) to the appropriately experienced technician.
• Record, track, and document the help desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.
• Access software updates, drivers, knowledge bases, and frequently asked questions resources on the Internet to aid in problem resolution.
• Identify and learn appropriate software and hardware used and supported by the organization.
• Perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, and configuring systems and applications.
• Performing preventative maintenance, including checking and cleaning of workstations, printers, and peripherals.
• Test fixes to ensure problem has been adequately resolved.
• Perform post-resolution follow-ups to help requests.
• Supporting office phone system and mobile devices, “BlackBerrys ,cellphones, data cards”
• Maintain supplies for printers, copiers, fax machines, postage machines “Daily”.

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