

INFORMATION TECHNOLOGY HELP DESK TECHNICIAN

DEFINITION

Under the general supervision of the Chief Technology Officer, services as the initial and primary point of contact for users who need assistance with their desktop computer, related peripherals and software. Troubleshoot and resolve the most common technical problems either on the telephone, remote access to workstation or at the user's location. 104 Tf1 2(h)11(nolasom)15ae/n5JETBTt1(1)-4(v)

Performs other related duties as assigned; prepares various reports related to the help desk application , as required

QUALIFICATIONS

Knowledge of: Help desk functions and software, policies and procedures; Standard software packages, including word processing, spreadsheet, presentation, and database programs; Microsoft Office Word, Excel, A

Verification of a High School diploma, a GED certificate or a higher degree; completion of specialized computer support course; and 2 years of increasingly responsible experience in