



## Job Description – Help Desk Technician I

Job Title:	Help Desk Technician I	Prepared by:	Technology Services Project Manager
Unit:	Technology Services		
Location:	Henderson Campus	Reviewed By:	Director of HR
Reports To:	Network and Server Administrator	Approved By:	Raymond Perez
FLSA Status:	Non-Exempt	Date:	January 7, 2010

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### Summary:

The Help Desk Technician I is responsible for providing instruction and technical support to university constituents for the Technology Services Help Desk.

### Responsibilities:

1. Updates his/her assigned service requests in the Help Desk Ticketing System (SharePoint).
2. Provides end-user hardware and/or software support to all university constituents as directed; troubleshoots as needed.
3. Reports and receives technical requests, including supporting “field” and “walk-in” service requests.
4. Maintains and troubleshoots network printers and copiers in the student copy centers, employee work centers, and the LLRC.
5. Prepares and configures computer equipment, including installation of appropriate software.
6. Receives, tags, and logs all incoming hardware and software.
7. Provides adhoc assistance and back-up support to the Multimedia Systems Analyst.
8. Performs routine administrative functions including word processing correspondence, and filing.
9. Prepares and distributes reports, including but not limited to weekly and monthly status reports to the Vice President for Technology Services.
10. Attends seminars, conferences, in-service trainings, and staff meetings, as required.
11. Performs other related duties, as assigned, for the purpose of ensuring the efficient and effective functioning of the work unit.

### Skills:

1. Proficiency in Microsoft Windows and Microsoft Office.
2. Intermediate knowledge in hardware and networking, with particular emphasis on wireless networking.
3. Ability to provide excellent customer service and public relations outreach.
4. Proven ability to effectively manage multiple priorities and meet deadlines.
5. Evidence of flexibility and problem-solving skills.
6. Demonstrated ability using a life cycle management process for implementation of changes in technology.
7. Demonstrated ability to excel both independently and as a team member in a lively, collaborative environment.
8. Excellent written and verbal communications skills with a demonstrated ability to make difficult concepts easy to understand

### Work Conditions:

1. Works 7:30 A.M. to 4:30 P.M., Monday through Friday. Hours may vary due to need.
2. Work is primarily indoors, but requires the incumbent to be in an outdoor environment when traveling between campus buildings, off campus, and to USN campuses and facilities.
3. Performing duties and attending events during the evening and on the weekend occurs occasionally and is required.

4. Traveling off-campus to a local, state, regional and/or national event, as well as travel to other USN campuses or facilities occurs occasionally and is required.
5. Incumbent may be exposed to frequent noise caused by telephones, office machines, and nearby oral communications among University personnel and/or students.

**Required Physical Abilities:**

1. Ability to bend, stoop, reach, stand, move from one area of the building to another on a regular basis, sit and use a computer for a long period of time,
2. Manual and physical dexterity needed to operate a computer keyboard and handle paper documents.
3. Sufficient near vision acuity to read information appearing on computer display screen, in handwritten forms, and printed on paper.
4. Adequate hearing and verbal abilities to communicate effectively in person and by telephone.
5. Ability to lift and carry items weighing up to 25 pounds.

**Education/Training/Licensing:**

1. High School Diploma or equivalent is required.
2. Ability to demonstrate knowledge in applicable areas of technology. Certifications such as A+, Network+, and/or MCP are preferred but not required.
3. Experience or equivalent certifications demonstrating proficiency supporting Microsoft products, including Windows and Office is required.
4. Experience in an academic environment is preferred but not required.
5. Valid Class C Driver's License.

**Clearances:**

1. Criminal Justice Fingerprint/Background Clearance