HUMAN RESOURCES

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JOB VACANCY

POSTED 3/30/2021 UNTIL FILLED

POSITION:	**IT Help Desk Support Technician**
DEPARTMENT:	**Admin.**
LOCATION:	**Lac Vieux Desert Clinic**
SUPERVISOR:	**Health Information Technologist**
EMPLOYMENT:	**Full Time**
SALARY/PAY RATE:	**13.75 – 19.25 per Hour**

DESCRIPTION:

The IT Help Desk Support Technician performs various functions in resolving issues concerning software and hardware operations and is responsible for providing IT support services to the business and/or their staff.

RESPONSIBILITIES:

- Resolves daily support requests and helps in completing larger IT projects.
- Receive calls and email from staff, logging all pertinent information.
- Ensures incidents and service requests are properly escalated and assigned to appropriate IT support groups.
- Perform escalation to supervisor as necessary.

- Strong analytical skills balanced with effective communication and excellent customer service skills.
- Provides Level 2 ticket resolution for certain users, and help desk troubleshooting assistance, as well as providing support and resolution to all software and hardware issues concerning laptop/desktop computers, mobile devices/phones, and peripherals/printers.
- Must demonstrate composure and professionalism in person and/or on the phone.
- Provides excellent service to customers by promptly evaluating, prioritizing and responding to their requests.
- Provides Level 1 support for all systems and ensures that Level 2 and 3 tickets are escalated and documented in a timely manner.
- Offers end-user assistance and training where necessary.
- Manages accounts of users across many systems, including changing of password, resetting of accounts, and removal of accounts of employees who are no longer with the company.
- May be required to participate in acquisitions and projects, as well as in ad hoc duties.
- Performs computer, software, and network troubleshooting to identify and diagnose problems.
- Provide support and maintenance for in-house computer systems, including carrying out diagnosis, upgrade, repairs, maintenance, and installation of all equipment and hardware devices, as well as ensuring top performance of workstations.
- Troubleshoot remote users' issues by applying remote monitoring and management software.
- Provide solution to software, hardware and system problems by researching problems and questions, diagnosing, troubleshooting, and applying available information and resources.
- Solve problems that do not have documentation by walking customers through established processes for solving problems over the phone or/and in person and utilize critical reasoning in solving the problem.
- Remain in touch with staff until their issues are totally resolved or/and request is completed.
- All other duties as assigned.

SKILLS/ABILITIES & KNOWLEDGE:

- Ability to manage multiple issues simultaneously.
- Ability to work independently, analyze problems, and make decisions with minimal management intervention.
- Ability to anticipate potential obstacles and develop contingency plans to overcome them.
- Awareness of new and existing technologies, architectures, and best practices.
- Must be able to handle multiple interruptions and be able to multi-task effectively.
- Ability to diligently follow standards and best practices for many different technology areas.

- Proficient skills in using various tablet, desktop, server, and mobile device operating systems.
- Possession of advanced knowledge of all Laptop hardware and Desktop types.
- Possession of basic knowledge of networking technologies.
- Strong knowledge of Active Directory and domain management.
- Exceptional digital, verbal and written communication skills.
- Troubleshooting skills.
- Strong analytical skills balanced with effective communication and excellent customer service skills.
- Strong ability to work under pressure and deliver top performance.
- Strong listening skills to fully understand what an end user's needs and/or requests are.
- Strong ability to work effectively with various levels of an organization.
- Strong knowledge of Windows 10 and Windows Server 2016.
- Strong knowledge in using multiple web browsers.
- Knowledge of Microsoft Office and Microsoft 365.
- Knowledge of Computer hardware.
- Knowledge of printer/copier hardware and software.
- Understands and uses Best Practices in IT Security.

MINIMUM QUALIFICATIONS:

- High School Diploma
- Associate degree in Computer Science, Business Information System or related IT field or equivalent work experience (2 years)
- Appropriate Technical Support experience and knowledge required for Level 1-2 Tech
- CompTIA A+ Certification or equivalent knowledge

DESIRED QUALIFICATIONS:

- CompTIA Net+ or Sec+ Certification
- Bachelor's degree with IT-related major
- Experience with servers, phone systems, camera/security systems
- Experience in medical IT or electronic health records

Preference will be given to qualified individuals of American Indian descent.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Management retains the right to add or to change the duties of the position at any time. Must be able to pass a pre-employment drug screen and applicable background checks related to the position.

Date Approved by the Tribal Council: 6/09/2020