

IT Help Desk Support Technician Job Description

Duties and Responsibilities:

- Offer Level 2 customer-centered technical support for company's desktop computing environment and corporate network, including supported hardware, Microsoft Office/Outlook and other business applications, and peripheral devices
- Ensure immediate and total restoration of services for all systems and services by promptly responding to users' requests (including remote users) when they have an IT related problem – proactively recognize the problem and implement needed solutions
- 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 workstation
- 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 a customer until their issues are totally resolved or/and request is completed
- Ensure targets are achieved in accordance with tight key performance indicators by identifying and escalating issues that need immediate attention
- Carry out root cause analysis and create new resolutions to problems that occur frequently
- Identify and correct a problem by performing diagnostic reviews and developing error reports as requested

- Develop and maintain documentation for technology and business processes for end user support
- Work with technical teams and end users to execute and maintain systems that apply industry best practices in achieving business objectives, while ensuring the integrity and security of the data, network, and system
- Carry out documentation of resolutions of all Level 2 and 3 incidents so as to be sure correct and detailed descriptions are imputed into the ticketing system
- Frequently check the ticketing system for incoming service desk requests; vet requests thoroughly, then evaluate and route them
- Responsible for opening and closing service requests; manage classification of requests; assigning and tracking of requests, and completion of requests
- Offer outstanding customer support and excellent communication in accordance with all Service Desk procedures and policies by identifying and working with all remote users, corporate network users, as well as with other Service Areas
- Ensure a positive support experience for customers; develop a good relationship and trust with company corporate users by exhibiting professional attitude and a welcoming approach to understanding customers' problems
- Carry out software upgrade for presently installed software when necessary and with authorization, or request for new software
- Perform upgrade for desktops/laptops, tablets, mobile phones, and any other devices; obtain authorization for new hardware
- Perform software imaging fulfillment and Desktop/Laptop hardware builds for projects and acquisitions
- Perform administrative duties, including scheduling of equipment or laptop loaners, or any other services/items for company users; organize shipment to remote sites if required
- Carry out proper tracking of service requests and ensure resolutions to problems are documented in the ticketing system.

IT Help Desk Support Technician Requirements – Skills, Knowledge, and Abilities

- Work experience in an IT environment supporting desktops, laptops, peripherals, and printers, or possession of Associate's degree or/and continuing education program
- Work experience in a service/help desk setting
- Proficient applying tablet, desktop, Server Operating Systems, and all Microsoft applications
- Possession of advanced knowledge of Wireless technologies and LAN
- Experience working with Windows Easy Transfer and My Cloud Remote Access
- Possession of advanced knowledge of all Laptop hardware and Desktop types
- Strong knowledge of Active Directory and various technical support concepts, procedures, and practices
- Exceptional customer communication and interaction skills
- Strong ability to work effectively with various levels of an organization
- Strong ability to effectively manage multiple tasks simultaneously
- Strong ability to work under pressure and deliver top performance
- Strong listening skill to fully understand what an end user's needs and/or requests are
- Exceptional ability to work optimally in a fast-paced environment.