



## **Job Description Form**

### **Job Title: Help Desk (Support I)**

**Employment Status: Full Time/ At-Will/ Non-Exempt**

**Supervisor: (President) / (Supervisor)**

**Position Summary:** Responsible for answering, commenting and replying to help desk inquiries. Help desk is the first level of support, and response for clients. Help desk is relief and assistance for techs and engineers.

Help desk/ Support I support is responsible for first response in answering, commenting and replying to open incidents in the help desk. Ability to identify and organize tickets according to priority and forward tickets to engineers and techs. Strong aptitude in O.S. Repairs, Spyware removal, virus removal, hardware, troubleshoot, upgrades. Update and maintain company contacts. Assist support staff with field work as needed. Sets up and operates computer and machinery peripheral to computer for purpose of providing information to requesting clients. Work requires knowledge of computer logic and methodology to run computer systems. Work requires ability to read and comprehend instruction manuals in order to make minor repairs to computer equipment. Reports to Supervisor.

Employee will receive moderate supervision with some on-the job training. After completion of training, employee will receive minimal supervision. The job starts promptly at 8:00 a.m. sharp, and ends at 5:00 p.m. with static breaks.

Help Desk (Support I/Tier I), has access to confidential information, it is important to fill out the non-disclosure confidentiality agreement in terms of client, and company records.

### **Responsibilities:**

1. Able to identify and organize tickets according to priority.
2. Distribute tickets to engineers and technicians.
3. Assist with fieldwork as requested.
4. Update and maintain company contacts.
5. Sets and loads computer equipment with required items and prepares computer equipment for operation.
6. Operates computer for purpose of providing information to requesting clients and/or engineers.

7. Troubleshoots minor equipment malfunctions and corrects them as directed by computer operation manuals, or supervisor.
8. Performs task necessary to prepare computer-provided information for delivery to requesting clients.
9. Trains clients on operating system.
10. Able to react to change productively and handle other essential task as assigned.
11. Office work as assigned.
12. Maintains log of all worked preformed and processed, and turned in to supervisor by the end of the day.
13. Other task assigned.

**Knowledge, Skills and Abilities Required of Employee:**

1. Strong aptitude in OS repairs, spy ware and virus removal, hardware, upgrades and troubleshooting.
2. Ability to read computer instruction manuals and comprehend directions therein in order to remedy minor computer equipment malfunctions.
3. Knowledge of computer logic in order to perform task listed under principal duties, and responsibilities.
4. Knowledge of methodology to run computer systems and to troubleshoot minor computer equipment malfunctions.
5. Interpersonal skills necessary to train others in computer systems.
6. Ability to communicate problems with supervisors as they become known.
7. Must maintain confidentiality.
8. Ability to meet deadlines.
9. Ability to provide customer with outstanding customer care and service at all times.
10. Additional or different functions may be assigned from time to time.

All job requirements are subject to possible modifications. This job description in no way states or implies that these are the only duties to be preformed by the employee occupying this positions. Employees will be required to follow any other job related instructions and perform other job-related duties requested by their supervisor in compliance with Federal and State Laws. Requirements are representative of minimum levels of knowledge, skills, and/or abilities to perform this job successfully; the employee must possess the abilities or aptitudes to perform each duty proficiently. Continued employment on at “at-will” basis.

Employee must be able to relate to other people beyond giving and receiving instructions:  
(a) can get along with other co-workers or peers without exhibiting behavioral extremes;  
(b) perform work activities requiring negotiating, instructing, supervising, persuading or speaking to others; and  
(c) respond appropriately to criticism from a supervisor.