

**POSITION TITLE:** IT Help Desk

**PRIMARY SUPERVISOR:** IT Support Director

**DEPARTMENT:** IT

**SUPERVISES:** N/A

**STATUS:** Non- Exempt

**SALARY RANGE:** Beginning salary will be commensurate with education and experience, and based on appropriate industry standards.

---

**POSITION DESCRIPTION:** Installs, modifies, tests, and maintains the organization's data communication network equipment; Responds to network problems, troubleshoots and performs repairs in a timely manner; Installs, modifies, and maintains the organization's personal computers and related systems. Installs, upgrades, and backs up software and hardware applications. Troubleshoots software and hardware failures and resolves as appropriate; trains users in resolving routine problems, using new software, and providing advice and guidance as needed. Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware. Respond to queries either in person or over the phone. Write training manuals. Train computer users. Maintain daily performance of computer systems.

**REQUIREMENTS & QUALIFICATIONS:**

1. Bachelor's degree in Information Systems, Business, Communications or related field
2. 2 years of relevant technical experience
3. Knowledge data security protocols.
4. Knowledge of relevant legislation and regulations
5. Knowledge of relevant software/hardware
6. Knowledge of HIPAA and privacy regulations

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Provides primary support for phone system and fax lines via including troubleshooting and problem resolution utilizing 3<sup>rd</sup> party vendors and director's approval

Provides first line support for network hardware and software including updates, upgrades and maintenance

Monitor's network for irregularities and reports as necessary.

Provide secondary routing and ticketing support for Electronic Health Records.

Assist the Director with for ordering, acquisition, inventorying and disposition of hardware and software.

Primary/first level responsibility for all Help-Desk Tickets involving any and all IT requests; including network access and new hire set-ups, phone and equipment deployment, badge access.

Provide helpdesk support and resolve problems to the end user's satisfaction



- Monitor and respond quickly and effectively to requests received through the ticketing system
- Modify configurations, utilities, software default settings, etc. for the local workstation
- Document internal procedures
- Assist with onboarding of new users and new hire orientation
- Maintain GDPR, PHI, and HIPAA enforced level of security
- Maintain inventory of all equipment, software and software licenses
- Support PC setup and deployment for new employees using standard hardware, images and software
- Assist users and computers to proper groups in Office 365
- Perform Administrative level duties within an Microsoft 365 based environment
- Perform timely workstation hardware and software upgrades as required
- Sanitize equipment for redeployments

**Other Duties:**

Excellent internal/external customer service skills and commitment to providing the highest level of satisfaction and ensures a cooperative work environment between IT and other agency departments and programs

Must be able to work within tight timelines and deadlines

Flexibility to travel to other agency locations as required by duties or supervisor.

Conduct all functions in accordance with The Village Family Services guidelines, policies, procedures and ethical standards

Arrange work schedule or required hours to the benefit of the Department with the approval of immediate supervisor.

**COMPETENCY:**

To perform the job successfully, an individual must demonstrate the following competencies

Computer literate with Word, Excel, Outlook	Ability to Establish Excellent Relationships	Collaborative Problem solving	Trustworthy
Ability to adhere to confidentiality rules	Interpersonal Skills	Excellent oral & written professional communication	Ability to work in a Teamwork and independently

Strong organizational skills	Motivational skills	Professional Demeanor	Commitment to Diversity
Leadership	Work Collaboratively with a variety of stakeholders	Strong Ethics & Judgement	Produces quality work
Must be adaptable	Excellent Attendance & Punctuality	Dependable	Takes initiative

*The statements contained herein describe the scope of the responsibility and essential functions of this position, but should not be considered to be an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other areas.*