Title: Helpdesk Technician I

Supervisor: IT Manager

## Education and Experience:

* Excellent verbal and written communication skills.
* Proficient in Microsoft Office Suite or related software.
* Excellent organizational skills and attention to detail.
* Excellent interpersonal skills.
* Ability to explain technical information in understandable language to nontechnical staff members.

***Physical Requirements:***

* Prolonged periods sitting at a desk and working on a computer.
* Must be able to lift up to 15 pounds at times.

***Supervisory Responsibilities:***

* None.

***Duties/Responsibilities:***

* Assists users by answering questions and providing support in a timely manner.
* Provides problem resolution, reassigning or escalating advanced inquiries to appropriate technician or staff.
* Records data required to analyze problems and track them to final solution.
* Prepares and presents reports related to IS problems and help desk activity for management review and action.
* Performs other related duties as assigned.

I have received a copy of this job description. Its contents have been discussed with me and I understand the duties and responsibilities outlined.

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Signature Date