IT Help Desk Support

POSITION SUMMARY
Under the general direction of the IT Supervisor, performs a variety of troubleshooting tasks including computers, network connections, operating systems and related applications, peripheral and communication equipment to determine cause and resolution of problems encountered by the physicians and staff of TOC.

ESSENTIAL FUNCTIONS
• Troubleshoot via the phone or in person hardware, software and/or network operating problems as required and involve applicable technical resources to ensure resolution. • Ensures customer issues are promptly addressed, documented and resolved in a timely and professional manner consistent with customer service and professional/technical standards. • Track all incoming emails, service requests and customer contacts via helpdesk software. • Notify customers on the status of current ticket and/or resolution efforts. • Receives and prioritizes issues. • Effectively manage multiple projects simultaneously. • Assist and/or develop user training programs. • Perform other responsibilities associated with this position as deemed appropriate.

GENERAL COMPENTENCIES DESIRED
• Advanced knowledge of Windows operating systems, servers, and other aspects of troubleshooting management information systems and equipment. • Must have analytical and creative problem-solving skills with good customer service orientation. • Maturity of judgment under pressure/ability to diagnose level of customers needs and to escalate problems without delay to appropriate levels for resolution. • Considerable client and end-user interface by phone and/or in-person necessitates good (clear) verbal communication skills and credible customer presence (appearance, attitude and demeanor). • Flexibility and the ability to operate under stressful, time-sensitive deadlines. • Good organization skills. • Must have the ability to maintain high level of confidentiality. • Ability to work independently and part of a team.

CREDENTIALS DESIRED
One year of relevant work experience in support of computer systems, applications, networks, and telecommunications in a help desk role required. Vocational, technical training, associates degree or other industry certification a plus. Associates degree in computer science or equivalent education with at least one year of relevant work experience in support of computer systems, applications, networks, and telecommunications. A+ or other industry certification preferred.