



**TITLE:** Help Desk Technician Level I

**REPORTING TO:** Director of IT

**SUMMARY:**

User support and customer service on company supported computer applications and platforms. Troubleshoot problems and advise on the appropriate action. As a part of the Help Desk team, you will be responsible for delivering support to users. The target is to record incidents and resolve some of them when possible. Those unresolved should be passed to another available support technician for further investigation.

**ESSENTIAL TASKS AND RESPONSIBILITIES:**

- First level support for Office software and hardware.
- First level support for telecom and network.
- First level support for incidents related to in-house applications (After appropriate training).
- Handling IT incidents and requests received via Help Desk Window, telephone, email or Spiceworks Help Desk application.
- Incident logging through the Spiceworks Help Desk application and managing/prioritizing workload.
- Experience of Call Centers.
- Good technical background.
- Good knowledge of Microsoft Office 2016 applications.
- Working experience with Windows 10
- Knowledge of computer hardware configuration.
- Good knowledge of user account administration, (Active Directory).
- Understanding of networking infrastructures.
- Excellent communication skills.
- Experience in an educational based environment.
- Ability to diagnose the cause of problems in a complex environment and to provide effective solutions quickly.
- Self-motivated and ability to work on own initiative in a pressure environment.

**QUALIFICATIONS.** To successfully perform this job, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Working knowledge of fundamental operations of relevant software, hardware and other equipment
- Knowledge of relevant call tracking applications
- Knowledge and experience of customer service practices
- Related experience and training

**PHYSICAL/MENTAL DEMANDS.** While performing this job, the employee is regularly required to walk to classrooms/office, bend/kneel under desks and lift and carry objects weighing 1 to 70 pounds.

**REASONABLE ACCOMMODATIONS.** Servite will provide reasonable accommodations to qualified individuals with a disability in order to enable them to perform the essential functions of this job.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties or responsibilities.

To apply, please submit an [application](#) along with your resume to Erika Hinojosa, Director of Human Resources, at [ehinojosa@servitehs.org](mailto:ehinojosa@servitehs.org).