



Job Title: Help Desk Technician I

Supervisor: Coordinator – End User Support

Terms of Employment: 240 days

Job Summary:

Provide end user support and customer service on company-supported computer applications and platforms. Troubleshoot problems and advise on the appropriate action.

Essential Duties:

1. Respond to requests for technical assistance in person, via phone, chat, or email
2. Diagnose and resolve technical hardware and software issues
3. Research questions using available information resources
4. Advise user on appropriate action
5. Follow standard help desk procedures
6. Log all help desk interactions
7. Administer help desk software
8. Follow up with customers and users to ensure complete resolution of issues
9. Redirect problems to correct resource
10. Identify and escalate situations requiring urgent attention
11. Track and route problems/requests and document resolutions
12. Resolve technical problems with Local Area Networks and Wide Area networks
13. Prepare activity reports
14. Inform management of recurring problems
15. Stay current with system information, changes, and updates
16. Help update training manuals for new and revised software and hardware
17. Train computer users as necessary
18. Clean up computers

Other Duties:

Perform other tasks as assigned by the Help Desk Manager.

Job Specifications:

- Ability to learn and troubleshoot computer issues
- Hands on experience with help desk and remote-control software
- Solid technical background with an ability to give instructions to a non-technical audience
- Customer-service oriented with a problem-solving attitude
- Excellent written and verbal communications skills
- Work as a team to solve end user's computer issues



- Performance of this job will be evaluated annually in accordance with provisions of the District's policy on Evaluation of Professional Personnel.

Minimum Qualifications (Knowledge, Skills and Abilities Required):

1. Associate degree or higher preferred
2. Working knowledge of fundamental operations of relevant software, hardware and other equipment
3. Experience researching, analyzing, and interpreting automated system problems
4. Knowledge of relevant call tracking applications
5. Knowledge and experience of customer service practices
6. Related experience and training in troubleshooting and providing help desk support

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to stand and reach with hands and arms; walk; sit; stoop or kneel; crouch or crawl.

Additional physical requirements include the following:

- Physically capable of frequently lifting or moving up to 75 pounds;
- Specific vision requirements include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to focus;
- Ability to sit and stand for extended periods of time;
- Manual dexterity for the purpose of using a telephone and data entry;
- Read a computer screen and printed material with or without vision aids;
- Hear and understand speech at normal levels and on the telephone;
- Speak in audible tones so that others may understand clearly in person and on the telephone.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Pay Grade: 110

Please click [here](#) for salary scales.



This job description in no way states or implies that these are the only duties to be performed by this employee. The employee will be required to follow any other instructions and to perform any other related duties as assigned by the appropriate administrator or supervisor. Horry County Schools reserves the right to update, revise or change this job description and related duties at any time without prior notice.

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