

## JOB DESCRIPTION – IT HELP DESK

Department:	<b>Information Technology Department</b>
Immediate Supervisor:	<b>IT Manager</b>

### MAIN DUTIES AND RESPONSIBILITIES

Troubleshoot technical issues, provide timely customer feedback, and support the roll-out of new applications, among other duties.

### KNOWLEDGE, ABILITIES & SKILLS

- Identifying hardware and software solutions.
- Troubleshooting technical issues.
- Diagnosing and repairing faults.
- Resolving network issues.
- Installing and configuring hardware and software.
- Speaking to customers to quickly get to the root of their problem.
- Providing timely and accurate customer feedback.
- Talking customers through a series of actions to resolve a problem.
- Following up with clients to ensure the problem is resolved.
- Replacing or repairing the necessary parts.
- Supporting the roll-out of new applications.
- Providing support in the form of procedural documentation.
- Managing multiple cases at one time.
- Testing and evaluating new technologies.
- Conducting electrical safety checks on equipment.

### - QUALIFICATIONS AND EXPERIENCE

- Bachelor’s degree in computer science (or related area) preferred.
- Certification in Microsoft, Linux, or Cisco is advantageous.
- Prior experience in tech support, desktop support, or a similar role.
- Proficiency in Windows/Linux/Mac OS.
- Experience with remote desktop applications and help desk software.
- Attention to detail and good problem-solving skills.
- Excellent interpersonal skills.
- Good written and verbal communication.

\* This job description describes in general terms the normal duties which the post holder will be expected to undertake. However, the duties may vary or be amended from time to time without changing the level of responsibility associated with the post.

I have read and understand the job requirements, responsibilities and expectations set forth in the job description provided for my position. I attest that I am able to perform the essential job functions as outlined.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_