

Job Information

Job title	Help Desk Technician		
Title of immediate supervisor	Systems Analyst III Team Lead		
Department/Division	Corporate Services / IT		
Prepared by	N. Pallan		
Date Created	Aug 17, 2015	Revised date	
Dept Head Signature	Originally signed by Laura Ciarniello	Date	September 18, 2015

Job Purpose

Ensures proper computer operation so that end users can accomplish business tasks. Receives, prioritizes, documents, and actively resolves end user help requests. Resolves problems using diagnostic and help request tracking tools, as well as requires that the individual give remote or in-person, hands-on help at the desktop level.

Duties and Responsibilities

- Fields incoming help requests from end users via both telephone and e-mail in a courteous manner.
- Documents all pertinent end user identification information, including name, department, contact information, and detailed nature of problem or issue.
- Builds rapport and elicits problem details from help desk customers.
- Prioritizes and schedules problems. Escalates problems (when required) to the appropriate Systems Analysts.
- Records, tracks, and documents the help desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.
- Applies diagnostic utilities to aid in troubleshooting.
- Accesses software updates, drivers, knowledge bases, and frequently asked questions resources on the Internet to aid in problem resolution.
- Performs remote or hands-on configuration and fixes at the desktop level.
- Performs routine maintenance and configuration for mobile devices (laptops, tablets and smartphones).
- Tests fixes to ensure problem has been adequately resolved.
- Performs post-resolution follow-ups to help requests.
- Purchases equipment (hardware and software) and maintains inventory.
- Receives and reconciles equipment (hardware and software) orders.
- Develops help sheets and frequently asked questions lists for end users.
- Evaluates documented resolutions and analyze trends for ways to prevent future problems.
- Performs other related duties as required.

Qualifications

- Grade 12 or equivalent.
- One year post-secondary with a recognized certificate in Computer Sciences or Information Technology.
- One year of recent computer support help desk experience.
- ITIL Foundations v3 would be an asset.
- An equivalent combination of education and experience may be considered.
- Valid BC Class 5 driver's licence.
- Keyboarding skills 35 wpm.

Physical Requirements

Sufficient health, strength and coordination to permit performance of work.

Working Conditions

Works in an office environment.