**Position Description:**
The Help Desk Technician I works on diverse internal projects involving upgrading and enhancing the operation and support of our SaaS platform. This position provides help desk support to DataServ employees as a priority (25%) but also performs system administration tasks (75%). The Help Desk Technician I reports to the Director, Technology.

**RESPONSIBILITIES:**

Essential Functions

* Responds to and resolves help desk requests (25%)
	+ Provide technical assistance and support for incoming queries and issues related to MS Windows operating systems, software, and hardware.
	+ Install, modify, and repair computer hardware and software.
	+ Monitor and track help desk requests.
* Performs system administration tasks (75%)
	+ Monitor and collect data on system performance.
	+ Create and verify backups
	+ Create and patch Windows and Linux VMs
	+ Setup additional monitors and alerts
	+ Setup batch processing jobs.
	+ Configure third party and internally developed software tools for document management, job scheduling, database querying and manipulation, reporting, etc.
* Proactively reports issues and communicates status to affected parties regularly; especially when there are roadblocks or successful completion is at risk.
* Provides documented, thorough, solution alternatives and recommendations on issues and process improvements.
* Creates and maintains professional documentation of processes and procedures of systems for use by all team members.
* Interfaces with production support, external clients, vendors, application development, peers and managers to clarify issues, coordinate activities and communicate results.
* Performs troubleshooting through diagnostic techniques and pertinent questions.

Competencies

* Communication
* Technical Expertise / Knowledge
* Teamwork
* Problem Solving / Results
* Trust / Ethical Practice

**WORK ENVIRONMENT**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, printers, telephones, photocopiers, and filing cabinets. As a Software-as-a-Service (SaaS) company, employee must be technically savvy with the ability to use the computer/keyboard to conduct business.

**PHYSICAL DEMANDS**

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 occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; talk or hear. The employee must occasionally lift or move office products and supplies up to 20 pounds.

**POSITION TYPE/EXPECTED HOURS OF WORK**

This is a full-time, exempt position with days of work Monday through Friday and with hours scheduled around core hours of operation. Occasional evening and weekend work may be required as job duties demand.

**TRAVEL**

Little to no travel is expected for this position.

**REQUIRED EDUCATION/EXPERIENCE**

* Associates in Information Systems, technical school equivalent or compensating experience required.
* Minimum 1-3 years’ experience in the field or as technical professional.
* Must have knowledge of concepts, practices and procedures in technology software system support, infrastructure and hardware.
* Experience with scripting and infrastructure automation (e.g. Power Shell, Bash, Python, Perl).
* Must have knowledge of network skills and systems thinking.
* Must have ability to diagnose and resolve basic technical issues.

**PREFERRED EDUCATION/EXPERIENCE**

* Bachelor’s degree in Computer Science, Information Systems or related degree preferred.

**ADDITIONAL QUALIFICATIONS**

* + Must be able to collaborate and communicate with technical and non-technical people.
* Must exhibit strong written, verbal and listening communication skills.
* Strong client support and troubleshooting skills.
* Proven analytical thinking and problem-solving skills.
	+ Ability and desire to thrive in a team-oriented, fast-paced environment

**AAP/EEO STATEMENT**

DataServ is an Equal Opportunity Employer/Vet/Disabled.

I have received a copy of this job description and reviewed the responsibilities of this position. I understand that if I have any questions about the duties or responsibilities of this position, I will speak to my Manager or Supervisor. Signing below constitutes my understanding of the requirements, essential functions and duties of the position.

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Employee Signature Date

**Please Note:** This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.