



Job Description

Job Title:	Helpdesk Support Specialist
Report To:	
FLSA Status:	Non-Exempt
Prepared Date:	March 2016

SUMMARY:

The Helpdesk Support Specialist ensures technical support to users in an efficient and accurate manner. Perform a variety of maintenance, software installation, end-user support and training tasks to ensure end-user workstations and network performance meet company and user requirements. Troubleshoot computer problems, determine source and advise on appropriate action. Additional duties include sales, operational and financial support by developing, maintaining and running reports from Microsoft Navision or other critical software. Perform responsibilities in accordance with all company standards, policies and procedures.

PRIMARY JOB RESPONSIBILITIES:

- Assist with providing Level I Support: troubleshooting end user hardware, operating system and software issues on the desktop
- Apply diagnostic utilities to aid in troubleshooting
- Access software updates, drivers, knowledge bases, and FAQ resources to aid in problem resolution.
- Perform hands-on fixes in person, including installing and upgrading software, installing hardware, and configuring desktop system and applications
- Perform preventative maintenance, including checking and cleaning of end user devices
- Test fixes to ensure problem has been adequately resolved
- Perform post-resolution follow-ups with end user and team members as required
- Develop help sheets and FAQ lists for end users
- Create and run reports from Microsoft Dynamics NAV Development Environment using Reporting Services and Analysis Cubes
- Plan and implement network security, including maintaining firewalls, configuring VPN, managing host security, file permissions, file system integrity and adding and deleting users
- Maintain site licenses for department and company

SUPERVISORY RESPONSIBILITY:

- There are no supervisory responsibilities for this position

QUALIFICATIONS: To perform this job successfully, 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to communicate technical information to nontechnical staff
- Ability to install, configure and maintain personal computers, networks and related hardware and software
- Knowledge of computer and/or network security systems, applications, procedures and techniques

EDUCATION & EXPERIENCE

- 2-4 years of helpdesk experience or equivalent applicable work experience
- Associates or technical degree

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This position is generally physically demanding job and must be able to lift a specific amount of weight as defined by their employer, as well as bend and lift.

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.

- This job operates in a clerical, office setting. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines

TRAVEL:

No travel is expected for this position

Acknowledged by:

Signature

Date

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.