SERVICE DESK TECHNICIAN I

Position Status:	Non-Exempt
Reports To:	Service Desk Manager
Effective Date:	04/14/99
Revised Date:	11/09/21
Job Level:	S1

POSITION SUMMARY

Under close supervision, this position:
1. Provides first-level end-user support and maintenance of the computer desktop environment by documenting, analyzing and resolving reported technical problems
2. Performs desktop maintenance, support, and upgrades
3. Provides entry level support of telecommunications, video conferencing and related equipment and services
4. Supports computer hardware and peripheral components
5. Performs other duties as assigned

DISTINGUISHING CHARACTERISTICS

The Service Desk Technician I is the entry and first working level in the Service Desk Technician series and is distinguished from the higher, full working level Service Desk Technician II by the latter's responsibility for performing general end user support and maintenance, repair, and administration activities with a greater degree of independence.

RESPONSIBILITIES

1. Provides first-level end-user support and maintenance of the computer desktop environment by documenting, analyzing and resolving reported technical problems, with duties including but not limited to:
   - Documenting first-level issues and requests for technology support received by the Service Desk via telephone, voicemail, e-mail, electronic ticket system and walk-up customers
   - Triaging, categorizing and prioritizing incoming requests
   - Analyzing and resolving basic desktop computer and software issues and following up with users to confirm resolution
   - Following established procedures for escalating issues to senior technology personnel
   - Responding to support requests in a timely and effective manner
   - Ensuring all incidents and requests are properly logged

2. Performs desktop maintenance, support, and upgrades, with duties including but not limited to:
   - Installing, configuring and maintaining hardware and software for multiple offices and locations
   - Maintaining and administering various applications used by staff and providing basic support to remote access users

3. Provides entry level support of telecommunications, video conferencing and related equipment and services, with duties including but not limited to:

- Supporting and performing basic troubleshooting of Cisco telephone system, Voicemail, ACD services, and supporting related applications
- Troubleshooting user telephones
- Supporting and servicing mobile devices such as Android, IOS and laptops with mobile telecommunications
- Supporting and troubleshooting video conferencing equipment

4. Supports computer hardware and peripheral components, with duties including but not limited to:
   - Identifying problems while supporting computer hardware and peripheral components and providing basic guidance related to monitors, keyboards, printers and disk drives
   - Troubleshooting and resolving basic end-user problems and ensuring correct operation of desktop computers
   - Documenting all services performed
   - Testing and verifying any updates or changes required with current environment and user expectations

5. Performs other duties as assigned

EDUCATION AND EXPERIENCE

- High school diploma or equivalent and a minimum of two years of experience in a computer operations environment which included PC hardware and software support and administration (an Associate's degree may substitute for one year of the required experience); or an equivalent combination of education and experience may be qualifying

KNOWLEDGE, SKILLS, AND ABILITIES

- Working knowledge of the methods and tools used to support current Microsoft operating systems
- Working knowledge of the methods and tools associated with supporting remote users
- Working knowledge of commonly used applications in Windows, including Adobe Acrobat, Winzip, GoToAssist, MS Teams, Edge, Chrome, FTP and SFTP
- Working knowledge of and proficiency in Windows-based PC systems and Microsoft Word, Outlook, PowerPoint, and Excel, and Adobe Acrobat
- Working knowledge of the methods and tools used to provide basic support of Microsoft Office Suite applications, including Word, Excel, Outlook, PowerPoint and Visio
- Working knowledge of the methods and tools used to troubleshoot hardware issues related to PC desktops and laptops
- Working knowledge of wireless and mobile devices such as laptops, Android, Blackberry and IOS devices
- Working knowledge of the principles and practices of customer service
- Some knowledge of the methods and techniques associated with supporting virtual workstations
- Some knowledge of Active Directory
- Some knowledge of enterprise anti-virus/anti-spam/anti-malware solutions, including Symantec Endpoint Protection
- Some knowledge of networked printer installation, configuration and management
- Some knowledge of hardware encryption, endpoint protection and dual authentication software

- Ability to demonstrate strong customer services skills, on the phone and in-person
- Ability to organize work to meet deadlines and customer commitments
- Ability to maintain organized and accurate records
- Ability to effectively communicate technical information to non-technical audiences, adjusting communication style as needed
- Ability to exercise tact and diplomacy and maintain a professional demeanor
- Ability to understand client operating systems
- Ability to work independently and as a member of a team

DESIRABLE QUALIFICATIONS

- Associate's degree in Computer Science, Computer Engineering or a related field
- Working knowledge of telecommunications
- Some knowledge of VMware Horizon View
- Some knowledge of Microsoft PowerShell

WORK ENVIRONMENT

- Ability to sit in front of and operate a video display terminal for extended periods of time
- Ability to bend, lift and carry objects of varying size weighing up to 50 pounds
- Ability to travel to different locations in the course of work

This position description, and all content, is representative only and not exhaustive of the tasks that an employee may be required to perform. Employees are additionally held responsible to the Employee Handbook, the Alliance Standard Knowledge, Skills and Abilities and the Alliance Code of Conduct. The Alliance reserves the right to revise this position description at any time.