

Job Description: Help Desk Specialist

NATURE OF WORK A full-time position with benefits is open for a Technology Support/Help Desk Specialist. This individual will work closely with Technology Unit staff while providing basic help desk support such as solving usage problems and fulfilling service desk requirements to CLS staff and volunteers.

- DUTIES AND RESPONSIBILITIES**
- Responding to staff queries in a timely and accurate way, via chat, email, phone or by providing assistance in person, and maintaining documentation of such interactions.
 - Assist with installing and configuring computer systems and applications
 - Assist in troubleshooting desktop environments running Microsoft Windows operating systems
 - Assist in identifying and resolving issues related to software, computer and network connectivity
 - Analyze, report and fix hardware malfunctions
 - Follow up with staff to ensure technical issues are resolved
 - Help individuals use specific software and software features
 - Share feature requests and effective workarounds with Tech Unit team members
 - Help to identify staff and volunteer needs
 - Update databases on services provided to staff
 - Assist in tech trainings including creation of a library of technology tips
 - Ability to work both as part of a team and independently

- QUALIFICATIONS & REQUIREMENTS**
- 1-3 years experience as a Help Desk Specialist
 - Experience using remote support tools
 - Familiarity/experience with Office 365 applications, experience with Abila/MIP and QuickBooks a bonus
 - Excellent communication and problem-solving skills
 - Patience when handling challenging issues or personnel is required

A Bachelor's degree in Computer Science or closely related field is desired for the position, although experience may be considered. Must have strong customer service background and a persevering outlook on problem-solving. Must have time-management skills, understand prioritization and the ability to establish attainable deadlines. Must be able to accept constructive criticism and customer feedback regarding their experience with software or technology services to staff. Professional written and interpersonal skills are essential.