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**Job Title:** Desktop Support Technician

**Division:** RC Tway

**Location:** University Park, IL

**Reports to:** Director of IT Infrastructure

**GENERAL JOB SUMMARY:**

The Desktop Support Technician is responsible for providing hardware and software support to on-site and remote employees as a member of the IT team. The IT team is here to support our fellow associates so that they can continue to grow our company. The Desktop Support Technician’s role is a customer support role. The Desktop Support Technician takes care of their customers so they can take care of theirs.

**ESSENTIAL DUTIES / RESPONSIBILITIES (% OF TIME):**

**Constant (65-100%)**

1. Responsible for Level 1/2 helpdesk/desktop support for multiple divisions.
2. Installs, modifies and makes repairs on computer hardware, software and printers.
3. Answers user’s questions, problems or concerns and recommends corrective action and follows up on requests or repairs.
4. Reports progress on projects on a regular basis to leadership.
5. Maintains and assures an accurate and up-to-date IT asset inventory.

**Frequent (30-65%)**

1. Provides smart hands/feet support for the installation and maintenance of server and network systems at all divisions.
2. Provides technical assistance, orientation and training to users on hardware and software use.
3. Consults with users to determine appropriate hardware and software needs and assists in placing order.
4. Loads software programs on desktop devices according to copyright restrictions and in accordance with manufacturer specifications.
5. Repairs defective or inadequate desktop hardware and software.
6. Establish and maintain a clean and safe working environment at the desktop, IT storage area and datacenter.
7. Perform regular inventories of in-house and remote office desktop equipment.
8. Create and maintain PC/Laptop images using standard imaging processes.

**Occasional (10-30%)**

1. Support the use of audio/web/video conference technology.
2. Attends technical conferences and seminars to keep abreast of new software and hardware issues and resolutions.
3. Refers major hardware/software problems/defective products to vendors or other technicians for service OR recommends a course of action to repair or replace.
4. Communicates with businesses and manufacturers for assistance in ordering equipment, materials and supplies, in diagnosing problems and making repairs.
5. Develop training materials and procedures and teach Information Technology and /or [Computer classes](http://www.iowalakes.edu/resources/employment-49283/computer-support-specialist/).
6. Document configurations and maintain such documentation per department Change Management methodology.
7. Setup network and local printers at the desktop.
8. Be able to work occasional odd hours, such as nights and weekends.
9. Occasional travel required.

**Other (0-10%)**

1. Travel to remote divisions to provide needed support.
2. Other duties as necessary.

**REQUIREMENTS:**

**Qualifications:**

* An Associate (2-year) Degree or substantial progress toward the degree in related area is preferred.
* Preferred certifications: A+, Security+, or MCSA.
* Have 1-5 years of experience with: PC Hardware such as desktops, laptops, mobile devices, local and network attached printers and other computer peripherals, PC Software such as Microsoft Windows, Office, Antivirus solutions, Adobe products and various 3rd party Client/Server applications.
* 1 year of experience in a desktop or technical support role preferred, (An equivalent combination of strong working knowledge of Computer desktop / laptop hardware and strong work ethic and eagerness to learn will be considered.)
* Possess the Critical “Four C” Skills: Critical Thinking, Communication, Collaboration, Creativity.
* Have excellent written and verbal communication skills for manuals, configuration guides and other technical content.
* Must enjoy training and supporting end users.
* Have troubleshooting and analysis skills.
* Be a self-starter with the ability to learn new technologies quickly with minimal instruction.
* Be able to learn a new product or technology via lab time, self-training and technical support resources.
* Be comfortable working in a fast-paced environment where roles and responsibilities change quickly.
* Good work habits under pressure.
* Ability to manage and prioritize projects simultaneously.
* Must be able to work in a team environment as well as independently.

**Fundamental Irreplaceable Behavior Values:**

**Interpersonal Skills:** Easy to get along with; Treats all people with dignity and respect ; displays ***kindness;*** shows interest in others; gives others appreciation and encouragement; common courtesy; Always approachable; never rude; Aware of and sensitive to what other people are feeling; Is at ease with people at all levels; Does not belittle the opinions or work of other people, regardless of their status or position; Deals effectively with a diverse workforce; Demonstrates a high degree of “emotional intelligence”; Truly values and genuinely likes people; Treats others with ***respect*** and as important person; Is ***unselfish*** and meets the legitimate needs of others; Serves others.

**Ethics and Integrity:** Admits mistakes in spite of the potential for negative consequences; Presents unpleasant or disagreeable facts in an appropriate manner; Keeps promises; meets goals and deadlines; Avoids situations and associations that could be considered inappropriate; ***Honest*** in all dealings; Upholds and models organization’s values; Does what you say you will do; Is ***forgiving*** when wronged.

**Business Demeanor / Temperament:** Displays a positive attitude and optimism about the work to be done, the people he or she works with, customers, management, and company policies; Has a constructive sense of humor; Maintains a calm temperament and pleasant demeanor; Shows self-control; Doesn’t spread gossip or rumors; Acts as a positive influence on others; Is courteous, ***patient***, cooperative, and helpful; Is ***humble***, never boastful or arrogant.

**Accountability:** Accepts personal responsibility for the quality and timeliness of his/her work; Acknowledges and corrects mistakes; Doesn’t make excuses or blame others for errors or problems; Carries his/her fair share of the workload; Does what he/she ***commits*** to doing.

**2017 Excellent Performance Outcome Items:**

1. Close 75% of help desk tickets within 1 day
2. Add 100% of all KTSV-IL assets into Help Desk system
3. Assist Network Engineer with successful deployment of Global File System
4. Assist Network Engineer and Systems Engineer with complete infrastructure documentation

As of 11-3-2016:

