

# Help Desk Support Specialist

Role, Duties, and Responsibilities



## **Job Role Summary**

A Help Desk Technician is the first point of contact for most issues. This role should show strong customer service along with troubleshooting skills. The technician will need to provide basic technical information about products and services. This role should show exceptional customer service along with basic troubleshooting skills. This person will manage assigned tickets and escalate and assign according to company policies and standards.

## **Job Responsibilities and Duties**

- Perform remote troubleshooting through diagnostic techniques and pertinent questions.
- Respond to all tickets in Help Desk queue per company standards.
- Gather and document all information about the customer's problem.
- Resolve basic computer, software, printing, and scanning issues.
- Reset user's passwords and document.
- Install and Troubleshoot software and contact software/vendor support on Customer's behalf.
- Meeting or exceeding established performance Key Results Areas (KRAs).
- Track Time and Record events, problems, and resolutions in Ticketing System in real-time.

## **Job Requirements**

- Excellent Customer Service and Communication Skills (Customer-Oriented)
- Basic technical knowledge of all company services and products.
- Good understanding of computer systems, mobile devices, and other tech products
- Ability to prioritize, multi-task and organize information.
- Complete Internal Company Certifications
- CompTIA A+ (preferred)
- Associate Degree in Information Technology (preferred)

## **Position Titles and Roadmap**

- Help Desk Support Specialist I – Ability to resolve 50% of All Tickets within team scope.
- Help Desk Support Specialist II – Ability to resolve 70% of All Tickets within team scope.
- Help Desk Support Specialist III – Ability to resolve 90% of All Tickets within team scope.

## **Reporting Information**

- Reports To: Software Application Manager
- Supervises: (none)

## **Pay Scale**

- Hourly: \$13.00 to \$14.75

## **Benefits**

- 3% IRA Match
- 16 Hours PTO
- Six Paid Holidays
- 40+ Hours Paid Vacation (Accruing w/ tenure)