IT Help Desk Job Description

In this role, you will provide maintenance of the computer desktop environment by analyzing requirements, resolving problems, installing hardware and software solutions, and supporting the internal IT Helpdesk. You will be responsible for administration and internal support of the Company’s PCs, printers, servers, and related equipment. Tasks include end user support, license tracking, and performing PC maintenance, upgrades and configurations.

Responsibilities:

- Provide helpdesk support and resolve problems to the end user’s satisfaction
- Monitor and respond quickly and effectively to requests received through the IT helpdesk
- Monitor Service Desk for tickets assigned to the queue and process first-in first-out based on priority
- Modify configurations, utilities, software default settings, etc. for the local workstation
- Utilize and maintain the helpdesk tracking software
- Document internal procedures
- Assist with onboarding of new users
- Ensure each workstation has a computer, monitor, keyboard, mouse, hard drive, and any additional specialized equipment
- Install, test and configure new workstations, peripheral equipment and software
- Maintain inventory of all equipment, software and software licenses
- Report issues to the Service Desk for escalation
- Manage PC setup and deployment for new employees using standard hardware, images and software
- Assign users and computers to proper groups in Active Directory
- Perform timely workstation hardware and software upgrades as required

Basic Requirements:

- High school diploma or equivalent

Preferred Requirements:

- Bachelor’s Degree in Information Systems, Business, Communications or related field
- 2 years of relevant technical experience

Position Type: Full Time

Job Type: Experienced

Salary: 48k