Help Desk Support

Department Vision Statement
Grounded in a belief that all individuals are creative learners and that we live in a world of increasing flow of information with an ever-expanding technological landscape, we provide an environment that supports the implementation, growth, and evolution of information and technology so that every individual at Carondelet High School has the opportunity to explore, learn, inspire, and collaborate.

Job Overview
Help Desk is the first point of contact for technical support in computers, telephones, printers, and audio/visual equipment. Provides courteous, prompt, and helpful support to users with a variety of technology skills, from novice to expert users. Proactively route tickets and reported troubles to appropriate members of the technology department

- Troubleshoots and resolves issues with end-user hardware including (but not limited to):
    - Computer workstations, laptop and desktop, Windows and Apple (general functionality, connectivity, installing/removing applications, virus remediation, hardware upgrades and repairs, performance assessment and optimization, configuration).
    - Printers (HP, Ricoh, Brother, print quality, connectivity, configuration, physical relocation).
    - Telephones (initial physical setup, configuration, connectivity, programming, basic end-user training).
    iPads (initial setup, configuration with FileWave, general troubleshooting, email setup, connectivity).
    - Projectors (video options, connectivity with laptops and iPads, general troubleshooting).
    - Other audio/video (amplifier and audio sources, speakers, general troubleshooting).
- Resets passwords for users as needed (email, domain, Wi-Fi, educational programs, administrative programs, operational programs, telephony….anything with a password).
- Provision new users including account creation, hardware configuration (Apple machines, Windows machines, iPads and ShoreTel phones) and providing basic end-user training.

- Maintain inventory of end-user hardware and provide recommendations for hardware replacement as stipulated by budgetary processes (Asset Manager).
- Serve as first-response for all support tickets submitted by staff and faculty.
- Provides first-level support for key organizational special events.
- Must have basic familiarity with Google Suite, Windows Server OS including Active Directory, Meraki, and Crashplan.
- Must possess excellent "people skills", realizing that the trust relationship with the end user is more important than the work performed on their computer.
- Escalate larger and/or more complex issues as needed.

Qualification Requirements
- Bachelor's Degree, Associate, or Trade/Vocational College in Computer Science
- 3-5 years of experience in IT or Help Desk position
- Possess excellent customer service skills
- Excellent written and verbal communication skills
- Motivated with a positive attitude
- Ability to work independently and within a team environment
- Ability to lift/carry/move computer, printers, servers, etc.
- Possess aptitude for problem solving.

Apply at: www.carondeleths.org