Harpeth Hall

Title: Technology Helpdesk Technician

Job Summary:

The Helpdesk Technician's main task is to work with the end user. Technical knowledge and skill must be combined with an understanding of the users' needs and strong customer service skills. The ultimate goal is user productivity. This person manages daily laptop service tasks and provides front-line software support and hardware troubleshooting for all laptops. S/he also assists with diagnosis, repair, and record-keeping for hardware and software issues with student, faculty, staff, and administrative desktops, printers, and AV. S/he is responsible for providing a high level of service in a friendly and professional manner. This is a full-time, FLSA non-exempt position that reports to the Director of Information Services.

Qualifications:

Experience in computer support, including some help desk

Degree in computer or electronic technology preferred

A+ certification is preferred

Hardware and software troubleshooting expertise

Ability to work both independently and as part of a team

Strong analytical and organizational skills

Ability to remain calm and supportive while in the midst of a technology crisis

Ability to communicate effectively with both adults and students

Strong documentation skills and attention to detail in creating and tracking work orders

Ability to lift 50 pounds, walk around campus, and to crawl under and around furniture

Ability to learn quickly, adapt as needed, and keep up to date with new and emerging technologies

Must maintain a positive attitude, a strong commitment to customer service, and professionalism at all times

Understanding of networked environment

Comfortable with change

A sense of humor is a plus

Responsibilities:

Hardware and software support

- Work with users to define and resolve problems
- Perform troubleshooting and repair of computers, printers, peripherals, and AV
- Provide installation and maintenance for computers, printers, peripherals, and AV
- Provide complete and accurate resolution of problems in a timely manner
- Maintain confidentiality of passwords and other sensitive and/or private information
- Install and test updates and patches

- **Oversee audio/visual needs for campus events**

Instruction and instructional support
- **Educate users during repair visits**
- **Teach or write detailed instructions on proper care and use of equipment and software**
- **Teach or write detailed instructions on how to troubleshoot or maintain equipment and software**
- **Assist with student and faculty orientation to laptops**

Leadership
- **Set the tone of professional and friendly customer service in the Bear Cave**
- **Prioritize effectively the needs of the constituents and fellow team members**
- **Represent Harpeth Hall and the department in a positive manner**

Professional or staff development
- **Remain current on hardware and software, and on ever-changing technical updates, service issues, and general skills**
- **Maintain manufacturer certifications as needed**
- **Establish and maintain cooperative and effective working relations with all constituents and colleagues**
- **Work independently with minimal supervision**

Other duties as needed
- **Assist with hardware support**
- **Perform other server and network tasks assigned by the Director**