

DNP Imagingcomm America Corporation - Pittsburgh Job Description

Job Title:	IT Help Desk Technician
Department:	Information Technology
Reports To:	IT Infrastructure Manager
FLSA:	Non-exempt
Approved By:	

SUMMARY

Provides technical assistance, supports client's computer needs (hardware or software), isolate problems, run diagnostic programs, determine, report and/or implement solutions, perform general maintenance and update trouble tickets as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Assist end users with technical support as needed
- Assist IT Manager and Network Administrators to accomplish projects
- Offer suggestions to end users in PA, NC, TX, NH, and remote users to allow future self-assistance
- Provide general technical support and maintain IT Help Desk tickets for tracking purposes
- Review systems and logs on a routine basis. Report significant and recurring issues and offer and implement repair solutions when possible
- Set-up/upgrade work stations according to required configuration
- Track hardware/software assets
- Troubleshoot computers, peripherals, software, applications, printers, phones, networks and scanner for multiple DNP locations
- Document basic "how to" institutions including screen shots as needed
- Run diagnostic programs to assist in resolving problems
- Report opportunities to improve processes to management
- Perform other duties as directed by supervisor

SUPERVISORY RESPONSIBILITIES

There are no direct reports or supervisory responsibility for this position.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE

- BS or BA degree in an IT related field or two to four years related experience and/or training; or equivalent combination of education and experience.
- A+ certification or other computer certifications preferred
- Knowledge of system hardware and software

- Prior experience as an IT Help Desk Technician
- Attention to details and troubleshooting, problem solving and/or memory of patterns desired
- Excellent communication skills and ability to write clear, concise documents
- Ability to work independently and collaboratively
- Ability to communicate effectively with all levels of organization
- Excellent team player; works well with others but is able to take a contrary stand when needed
- Excellent people skills, time management skills, and ability to take responsibility for deliverables
- Quick learner, observant and methodical
- Must be capable of working flexible hours to accommodate 24/7 manufacturing operations, including weekends, and on-call requirements

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee is frequently required to talk or hear, sit, type, stand, and walk. The employee is occasionally required to use hands to finger, handle, or feel and reach with hands and arms. Specific vision abilities required by this job include close vision, depth perception, peripheral vision, and ability to adjust focus. May occasionally be required to lift and carry up to 50 pounds. May occasionally be required to bend, reach, squat and kneel.

SAFETY REQUIREMENTS

Due to the nature of the work performed in this job, the employee is required to wear safety glasses and hearing protection (in some areas), when spending time in Production areas.

Employee signature

Date