



Computer Technician (Level 1 Helpdesk Tech / Field Tech) Job Description

Employee Name:

Employee Signature:

Date:

Job Title:	Computer Technician (Level 1 Helpdesk Tech / Field Tech) Job Description
FLSA Status:	Full-Time/Non-Exempt/Hourly
Reports To:	Service Manager
Salary Range:	*The salary will be commensurate to the skill sets, experience, education, and certifications*

Job Description: The primary function of the Computer Technician (Level 1 Helpdesk Tech / Field Tech) position is to provide first level user support to NextStep Networking clients. Additionally, this position will perform routine network systems maintenance. Work items range from desktop support to routine network administration. This is an entry level role.

This position will serve as a general technical support specialist by taking incoming requests from various clients as well as providing support in the field (onsite client locations) and in the NextStep office. This position will have a shared responsibility of after-hours support which will include "on call" evening and weekend shifts.

Essential Functions & Responsibilities:

- Provide client-centric technical support to end-users on helpdesk and in the field (onsite client locations). This includes the following types of support:
 - Creating user accounts and resetting passwords
 - Provide device enrollment and imaging
 - Printer management assistance for local and networked systems
 - Supporting windows applications including Windows OS Issues, Windows Applications; Install Windows OS / Setup from factory
 - Performing hardware diagnostic support
 - Installing Office Suite, Adobe, Browsers, Proprietary Applications
 - Pre-boot diagnostics (mainly windows machines), Warranty status portals (other hardware)
- Perform timely completion of requests as well as call logging, updating and closing of activities in service request management tools.
- Perform records maintenance and documentation.
- Answer incoming phone calls, manage client relationships, and communicate with clients.
- Monitor and respond to alerts generated by monitoring software.
- Maintain currency of knowledge with respect to technology, equipment, applicable laws, regulations, standards and/or systems.
- Assisting team members in preparing IT products/equipment for client delivery/installation
- Perform miscellaneous job-related duties as assigned.
- Use tools and resources to research and solve common technical issues



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Minimum Requirements & Qualifications:

- High school diploma or GED
- Ability to provide the Essential Functions described above
- Driver's license with a good driving record and dependable transportation
- Effective time management
- Interpersonal skills: such as telephony skills, communication skills, active listening, and customer-care.
- Ability to multi-task and adapt to changes quickly.
- Technical awareness: ability to match resources to technical issues appropriately.
- Positive attitude and a strong willingness to continually learn.

Preferred Experience and Knowledge:

- Experience providing end user network support or deskside support including areas such as technical guidance, troubleshooting and problem resolution, and instruction on issues such as password management, device enrollment, printer management, windows applications, installations, etc.
- A+ and Net+ certifications highly desirable
- Familiarity with Office 365 Admin Console / G Suite Admin Console / On Prem user management
- Experience operating Active Directory, MDM and Cloud domain management tools
- Knowledge of devices and printers (Windows), Chrome Print Management Product (Chrome)
- Foundational knowledge of how domains work, why they are important, the appropriate domain settings based on client-type, and an understanding of the enrollment process for domains.
- Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community; communicate positively and professionally to ensure client satisfaction.
- Effective problem-solving and analysis skills to assess issues and develop solutions independently or with broader team members.
- Experience in a customer service role with direct experience interfacing with customers.
- Strong written communication skills and ability to follow technical documents

Physical Demands:

While performing the duties of the Computer Technician (Level 1 Helpdesk Tech / Field Tech) the employee is regularly required to talk or hear. The employee is frequently required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms. This position requires the ability to occasionally lift up to 50 pounds. The employee is occasionally required to climb or balance; and stoop, kneel, crouch or crawl. The employee must be able to sit or stand at a designated workstation throughout working hours.

Work Environment:

This job operates in a professional office environment and may include remote/telework. This role routinely uses standard office equipment such as computers, phones, printers, etc. The noise level in the work environment is moderate. The work environment is primarily indoors but may require travel.



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Travel:

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected. The ability to travel to client locations is essential to performing this job.

Other Duties:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.