

Submit resume and cover letter by – September 27, 2019 to:
Northern Water
220 Water Avenue
Berthoud, CO 80513 careers@northernwater.org Preferred

Posted: 9/13/2019
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Job Description

Help Desk Technician

Division/Department: Administration Division/Information Technology Department

Reports To: Information Technology Department Manager

Type of Position: Full-time Part-time

Hours: 40/week

Status: Exempt Nonexempt

General Statement

Provides users with a broad range of technical support related to computer systems, hardware, (i.e. Macs and Window PCs, BYOD, printers, faxes, copiers, etc.) software, and other peripheral office equipment in an efficient and accurate manner.

Duties and Responsibilities

- Troubleshoots, resolves and provides solutions to end-user problems involving workstations, laptops, tablets, smartphones and standard software and applications.
- Responds to questions and issues in person, over the phone or via email.
- Utilizes Help Desk ticketing system to track, document, and close help desk requests.
- Walks users through problem-solving processes and follow through to resolution.
- Trains users on Northern Water issued electronic devices.
- Installs computer peripherals.
- Runs diagnostic programs to resolve problems.
- Runs reports to determine malfunctions.
- Installs, modifies, and repairs computer hardware and software.
- Sets up and operate integrated audio-visual systems in conference rooms and boardroom.
- Provides technical support during board meetings, including uploading presentations and assisting Board members with laptops and tablets.
- Works with 3rd party companies to support their products including printers, phones, and computer software
- Writes training manuals.
- Performs other related duties as assigned.

Training, Experience and Education Requirements*Required Training/Experience*

- Three years' experience in a Help Desk position working in a Windows/Mac environment or desktop support/network and hardware operation and maintenance.
- Associates degree or certification in computer technology or technology related area. Can consist of a combination of education and experience.

Knowledge, Skills, and Abilities

- Extensive knowledge of Windows 7 and 10 and Microsoft Office Suite 2016/ Office 365, (Word, Excel, Access, PowerPoint). PC and Mac hardware, printers, scanners, computer peripherals, mobile devices (iOS), client PC connectivity - Ethernet, TCP/IP, and VPN.
- Extensive knowledge with Malware and Anti-Virus security products.
- Strong customer service and troubleshooting skills. Able to ask questions to verify and determine the nature of the problem.
- Demonstrated passion for technology and helping people.
- Communicates technical information, both verbal and written, to a wide range of end-users.
- Acquires and maintains a working knowledge of a wide range of applications and systems.
- Works responsibly with or without direct supervision.
- Handles changing flow of assignments, remains productive during slow times, able to multitask effectively during busy times, and exercises patience and professionalism during stressful situations.
- Demonstrates discretion and a sensitivity to confidential, information.

Physical Requirements

- Walks, bends, stoops, climbs stairs, and crawls on hands and knees under desks and other types of office furniture/equipment during equipment installation or maintenance.
- Drives automobile.
- Lifts 50 pounds or more..
- Meets the physical requirements of a post-job offer physical examination.

Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions.

Other Requirements

- Maintains a personal appearance appropriate for job position and image of Northern Water.
- Occasionally works a variable schedule based on work needs.
- Valid driver's license.

This job description in no way states or implies that these are the only duties to be performed by this employee.

Northern Water is an equal employment opportunity employer.