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Northern Water
220 Water Avenue
Berthoud, CO 80513 careers@northernwater.org Preferred

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Job Specifications

Help Desk Technician

Date: November 2018

Division/Department: Information Technology Department

Reports To: Information Technology Department Manager

Type of Position: Full-time Part-time

Hours: 40/week

Status: Exempt Nonexempt

General Statement

Under direct supervision, this position provides users with a broad range of technical support related to computer systems, hardware, software, and other peripheral office equipment in an efficient and accurate manner. IT supports both Macs and Window PCs, BYOD, printers, faxes, and copiers.

Duties and Responsibilities

- Troubleshoot, resolve and provide solutions to end-user problems involving workstations, laptops, tablets, smartphones and standard software and applications.
- Respond to questions and issues in person, over the phone or via email
- Utilize Asset Management system to track, document, and close help desk requests.
- Walk users through problem-solving processes.
- Follow up with users to ensure issue has been resolved.
- Gain feedback from users about computer usage.
- Train computer users.
- Install computer peripherals for users.
- Ask questions to determine the nature of the problem.
- Run diagnostic programs to resolve problems.
- Run reports to determine malfunctions that continue to occur.
- Maintain daily performance of computer systems.
- Install, modify, and repair computer hardware and software.
- Set up and operate integrated audio-visual systems in conference rooms and boardroom.
- Provide technical support for Board meetings which includes ensuring the audio-visual system is functioning, uploading presentations, and assisting Board members with iPad and MacBook Air usage. Work with 3rd party companies to support their products including printers, phones, and computer software
- Write training manuals.
- Perform other related duties as assigned.

Training, Experience and Education Requirements*Training Experience Required*

- Three years' experience in a Help Desk position working in a Windows/Mac environment or desktop support and hardware operation and maintenance in the desktop network environment.

Education Required

- Associates degree or certification in computer technology or technology related area. Can consist of a combination of education and experience.

Knowledge, Skills, and Abilities*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.
- Experience with Malware and Anti-Virus security products.
- Strong customer service and troubleshooting skills. Demonstrated passion for technology and helping people.
- Ability to communicate technical information, both verbal and written, to a wide range of end-users.
- Ability to acquire and maintain a working knowledge of a wide range of applications and systems.
- Ability to work responsibly with or without direct supervision.
- Ability to handle constantly changing flow of assignments, remain productive during slow times, be able to multitask effectively during busy times, exercise patience and professionalism during stressful situations.
- Demonstrated discretion, and a sensitivity to confidential, private employee information.

Physical Requirements

- Frequent physical activity is required, including walking, bending, stooping, climbing, and crawling on hands and knees under desks and other types of office furniture and equipment during equipment installation or maintenance.
- Ability to drive automobiles.
- Ability to lift 50 pounds or more.
- Walking and climbing stairs daily.
- Must be able to meet 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 working a variable schedule based on meeting schedule setups.
- Maintains a 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.