Title: Help Desk Coordinator  
Job Type: Non-Exempt ☐ Exempt ☐

Division: Information Technology  
Job Grade: 3

Reports to: Manager of Infrastructure and Support

Job Purpose

Serves as the primary point of end-user contact for all company-supported applications, hardware, and associated technical systems and solutions. The primary responsibility is to engage the end user to gain all applicable information regarding their issue and enter it promptly and completely into the Help Desk system, which may be assigned to another Support and Infrastructure team member. Develop skills and knowledge to allow for a designated Area of Functional Responsibility (AoFR) to be eventually determined by the management team. The Help Desk Coordinator may have an AoFR assigned to them on a provisional basis as their knowledge and skills progress.

The Help Desk Coordinator is generally considered an entry-level position on the PHFA IT Support, Security, and Infrastructure Team. To build skills and complete projects, the coordinator will require oversight and mentoring from more senior team members or management.

Essential Functions

- Analyze and potentially resolve technical problems for end users including software and hardware.
- Analyze and potentially resolve technical problems for established infrastructure and network systems.
- Provide documentation, training, and guidance to other IT staff and end users.
- Conduct technical research on upgrades and components, as requested, to determine feasibility, time required, and compatibility with current systems.
- Install, configure, and maintain components (hardware and software) both inside and outside AoFR (if one is assigned).
- Work as a team member with other technical staff to ensure system connectivity and compatibility.
- Maintain confidentiality regarding the information processed, stored, or accessed on the PHFA network and associated systems.
- Assist personnel of other departments as required.
- Oversee hardware and software installation for specific projects as assigned by the Lead Technical Support Specialist, Manager of Infrastructure and Support, or by internal and external resources.
- Provide on-the-job training to new department staff members.
• Provide computer orientation for new company staff as requested.

**Job Requirements**

**Education/Experience:** Experience and skills required for this position are generally acquired through a combination of an Associate’s Degree and one to two years of related experience, but previous work experience may be substituted for a formal education/degree.

**Knowledge/ Skills:**
- Knowledge of Agency-supported platforms such as Windows and Microsoft 365.
- Ability to design and coordinate the installation of complex solutions.
- Ability to maintain and troubleshoot computers and related hardware, software, and peripherals.
- Ability to provide a range of systems training and/or support activities for end users.
- Ability to develop and write systems and applications documentation and end-user guides.
- Ability to determine computer problems and coordinate hardware and/or software solutions.
- Ability to develop solutions for operational problems.
- Ability to learn and support new technologies.
- Good interpersonal skills to work with end-users.

**Travel**

☐ None  ☒ Light  ☐ Frequent  ☐ Other:

**Working Conditions**

**Physical Demands:**  ☒Lifting/Carrying  ☒Walking  ☒Sitting  ☒Standing  ☒Other