

Title: Help Desk Coordinator

Job Type: Non-Exempt Exempt

Division: Information Technology

Job Grade: 3

Reports to: Lead Technical Support Specialist

Job Purpose

Serves as the primary point of end user contact for all company supported applications, hardware and associated technical systems and solutions. 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 to be assigned to another member of the Support and Infrastructure team. Develop skills and knowledge to allow for a designated Area of Functional Responsibility (AoFR) to be eventually assigned 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 to be one of the entry level positions on the PHFA IT Support and Infrastructure Team and may require oversight and mentoring from more senior members of the team or management to build skills and complete projects.

For the Help Desk Coordinator position, the scope of supported applications, systems, software and hardware is a subset of the total complement of Agency deployed IT solutions.

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 connectivity and compatibility between systems.
- Maintain confidentiality with regard to the information being processed, stored or accessed on the PHFA network and associated systems.
- Assist personnel of other departments as a resource as required

- Oversee the installation of hardware and software for specific projects as assigned by the Lead Technical Support Specialist or Manager of Infrastructure and Support by both internal and external resources.
- Provide on-the-job training to new department staff members.
- Provide computer orientation to new company staff as requested.

Job Requirements

Education/Experience: Experience and skills required for this position is normally acquired through a combination of an Associates' Degree in a related field and one to two years of related experience, but previous experience may be substituted for a formal education.

Knowledge/ Skills: Knowledge of company supported platforms such as Windows and Office. 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 users. Ability to develop and write systems and applications documentation and guides for users. Ability to determine computer problems and to coordinate hardware and/or software solutions. Ability to develop solutions for operational problems. Ability to learn and support new technologies. Working with users requires interpersonal skills.

Travel

None Light Frequent Other:

Working Conditions

Physical Demands: Lifting/Carrying Walking Sitting Standing Other