**HR Green Job Description**

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| **Job Title**: | Service Desk Administrator |
| **Department:** | Information Technology |
| **Reports To:** | IT Operations Lead – Information Technology |
| **FLSA Status:** | Non-Exempt |
| **Prepared By:** | Human Resources |
| **Prepared Date:** | 6/12/2020 |

# SUMMARY

Under general supervision, provide technical software, hardware, and network problem resolution to users by performing diagnosis and guiding users through step-by-step solutions. Clearly communicate technical solutions in a user-friendly, professional manner. Provide one-on-one end-user training as needed. Troubleshoot and isolate technical issues and, when necessary, pass more complex issues on to Application or Infrastructure Administrators. C o n d u c t hardware and software installs, system patching, provide end-user training, maintain knowledgebase articles, and perform other related IT work, as required.

# ESSENTIAL DUTIES & RESPONSIBILITIES

1. Identifies, diagnoses, and resolves level one problems for users of the company technology, including personal computer (PC) software and hardware, network, Internet, and applications. Communicates solutions to end-users.
2. Provides one-on-one end-user problem resolution over the phone and, in s om e cases, in person.
3. Executes employee on-boarding and off-boarding
4. Delivers, tags, sets up, and assists in the configuration of end-user PC desktop hardware, software, and peripherals.
5. Diagnoses and resolves end-user network or local printer problems, PC hardware problems, e-mail, Internet, remote access, and level one local-area network access problems.
6. Coordinates timely repair of hardware covered by third-party vendor maintenance agreements.
7. Performs minor hardware repair for equipment that is not covered by third-party vendor maintenance agreements.
8. Helps install local area network cabling systems and equipment such as network interface cards, hubs, and switches.
9. Assists Application and Infrastructure Administrators in creating materials for end-user frequently asked questions (FAQs) and knowledgebase articles (KBs)
10. Makes appropriate distinctions between level one and more complex issues and works cooperatively with other IT team members to ensure issues are resolved effectively and at the right level.

**QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

# EDUCATION/EXPERIENCE

* Associates Degree in Information Technology or related field preferred; Bachelor’s Degree a plus.
* Minimum two years’ experience installing and/or supporting all the following: Windows 10, Windows Server 2016, Active Directory, Microsoft Office 365, SharePoint, PC deployment, Antivirus management, TCP/IP troubleshooting, system patching, file backup and recovery
* CAD and GIS experience is preferred.

# LANGUAGE/MATHEMATICAL/REASONING SKILLS

Must possess strong verbal and technical writing skills and be able to read technical literature and product specifications. Must possess strong analytical and problem-solving skills and be able to apply professional knowledge to the solution of both routine and non-routine tasks and activities. Strong customer service skills required.

# ON-CALL & TRAVEL

An on-call rotation will be developed with all IT team members. Travel between offices will occur when significant projects require it – expected to be between10-15%.

# EXTENT OF AUTHORITY

Works cooperatively with Service Desk Administrators, Infrastructure Administrators and Application Administrators to solve internal staff issues. May communicate with clients and vendors on technical issues. Provides input to IT Operations Lead on support and operational issues.

# RELATIONSHIP TO OTHERS

Reports to and works under the day-to-day direction of the IT Operations Lead. Works to quickly and accurately to solve assigned tasks but is expected to seek guidance from the IT Operations Lead for non-standard and nonroutine issues. Has some contact with external vendors and suppliers on technical matters. Provides direction to junior staff to complete assigned tasks.

# CERTIFICATES AND LICENSES

* A+ Certification and/or equivalent combination of relevant education and/or experience.
* Holds or is working towards Microsoft MCITP certification is preferred but not required.
* The employee must be capable of driving/operating a motor vehicle for company business and maintain a valid driver’s license in the state of residence.

# PHYSICAL DEMANDS/WORK ENVIRONMENT

The employee is regularly in a typical office environment with adequate light and moderate noise levels. No hazardous or significantly unpleasant conditions. Air-conditioned buildings; tile, concrete and carpeted floors; adjustable workstation is provided. Typical days include frequent walking throughout the offices and classrooms.

While performing the duties of this job, the employee is regularly required to talk or hear and frequently required to stand, walk, sit, and use hands to handle files, computers, and phones; reach with hands and arms; stoop, and kneel. Frequent and regular repetitive movements required using the wrists, hands, and/or fingers. The employee will occasionally lift and/or move up to 50 pounds and will be involved in racking and stacking IT equipment in offices and data centers. Specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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# SERVICE DESK ADMINISTRATOR COMPETENCIES

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|  | **EMERGING** | **PROFICIENT** | **MASTERY** |
| **SERVICE FOCUS** | Seeks to understand clients’ needs, problems, and issues. Is accessible to the client and responds promptly and courteously to customer requests and issues. | Listens attentively to verify understanding of client needs. Follows through on commitments and responds to clients in a timely manner. Seeks clarification from senior staff to identify the most critical tasks and to prioritize workload. Communicates regularly with supervisor regarding workload and availability. Demonstrates receptivity to constructive feedback and uses that feedback to improve service to clients. | Confirms, clarifies, and understands customer needs. Accurately assesses urgency of client requests and responds accordingly, using the communication medium appropriate to the situation. Consistently follows through on commitments, demonstrates responsiveness, and delivers work of high quality. |
| **TECHNICAL MASTERY** | Knows the fundamental concepts, practices, and procedures applicable to the position. Works under the immediate direction of a more experienced team member/technical lead.  Demonstrates eagerness to learn and expand skill set. | Knows and applies the fundamental concepts, practices, and procedures applicable to the position. Effective at completing assignments at the task-level. Interacts frequently with technical lead to complete day-to-day tasks. Executes work with minimal errors. Uses appropriate tools or technology for the task. Uses feedback from clients to identify areas where additional technical skill development is needed to better perform core responsibilities. | Demonstrates level of technical competence and resourcefulness such that completion of day-to-day tasks requires less frequent direction and guidance from technical lead. Seeks out and participates in learning activities (e.g. courses, reading, self-study, coaching, on-the-job learning) to expand skill set and increase marketability at HR Green. |
| **JUDGMENT**  **AND**  **DECISION**  **MAKING** | Seeks guidance from senior staff regarding routine issues and challenges. Implements solutions as directed by senior staff. | Demonstrates accurate recall of previous, successful solutions used to address similar situations in the past. With approval from senior staff, makes decisions and implements solutions in a timely fashion. Seeks guidance from senior staff on non-routine/unique issues. Develops awareness of where to go to get answers and information needed. Develops sensitivity to the likely effects of one's words, actions, and mode of behavior on others. | Evaluates available information and makes appropriate and timely decisions on well defined, low-risk issues that affect own work. Discerns when it is appropriate to decide on their own and when to escalate issues to senior staff. Recognizes when key information needed for a decision is missing. Takes initiative and is resourceful in gathering needed data and/or input from others |
| **EFFECTIVE EXECUTION** | Focused on the needs of immediate task-level assignments. Delivers work results that meet stated needs. | Seeks approval from supervisor before shifting focus to a different project/task. Reviews work for quality. Keeps stakeholders informed during and following completion of tasks. Work product meets stated objectives. Works extra hours when needed and appropriate to deliver results. | Manages own time well to deliver on commitments. Work results delivered meet stated needs and are consistently complete, accurate, and of good quality. |