

Your Job Information

Help Desk Specialist I

Employer Information

Organization Name:	Singularity Consulting
Department:	IT Support
Hours/Week:	40
Other Information:	100% WFH
Starting Pay:	25 USD/Hour

Benefits

- Dental Insurance
- Health Insurance
- Holidays
- Sick Leave
- Vacation

FLSA Status:	Non-Exempt
Prepared By:	Chaleb Pommells
Prepared Date:	

Job Purpose

Provide technical assistance to computer users. Answer questions or resolve computer problems for clients in person, or via telephone or electronically. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.

Tasks

- Answer user inquiries regarding computer software or hardware operation to resolve problems.
- Oversee the daily performance of computer systems.
- Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
- Develop training materials and procedures, or train users in the proper use of hardware or software.
- Refer major hardware or software problems or defective products to vendors or technicians for service.
- Enter commands and observe system functioning to verify correct operations and detect errors.

- Maintain records of daily data communication transactions, problems and remedial actions taken, or installation activities.
- Prepare evaluations of software or hardware, and recommend improvements or upgrades.
- Confer with staff, users, and management to establish requirements for new systems or modifications.
- Modify and customize commercial programs for internal needs.

Work Activities

- Interacting With Computers
- Communicating with Supervisors, Peers, or Subordinates
- Getting Information
- Updating and Using Relevant Knowledge
- Making Decisions and Solving Problems
- Organizing, Planning, and Prioritizing Work
- Repairing and Maintaining Electronic Equipment
- Documenting/Recording Information
- Processing Information
- Thinking Creatively

Detailed Work Activities

- Collaborate with others to determine design specifications or details.
- Collaborate with others to resolve information technology issues.
- Conduct research to gain information about products or processes.
- Document operational activities.
- Evaluate utility of software or hardware technologies.
- Install computer software.
- Modify software programs to improve performance.
- Monitor computer system performance to ensure proper operation.
- Participate in staffing decisions.
- Provide recommendations to others about computer hardware.
- Provide technical support for software maintenance or use.
- Read documents to gather technical information.
- Recommend changes to improve computer or information systems.
- Resolve computer software problems.
- Supervise information technology personnel.
- Teach others to use computer equipment or hardware.
- Test computer hardware performance.
- Test software performance.
- Train others in computer interface or software use.
- Update knowledge about emerging industry or technology trends.

Qualification

Education and Experience

Years of Experience	1 year (preferred); Can be supplemented with technical knowledge demonstration
Education	High School/G.E.D
License, Certificate Or Registration	A+ (preferred)

Skills

Basic Skills

- **Active Listening**
Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Reading Comprehension**
Understanding written sentences and paragraphs in work related documents.
- **Speaking**
Talking to others to convey information effectively.
- **Critical Thinking**
Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- **Writing**
Communicating effectively in writing as appropriate for the needs of the audience.

Social Skills

- **Instructing**
Teaching others how to do something.
- **Service Orientation**
Actively looking for ways to help people.
- **Coordination**
Adjusting actions in relation to others' actions.
- **Social Perceptiveness**
Being aware of others' reactions and understanding why they react as they do.
- **Negotiation**
Bringing others together and trying to reconcile differences.

Complex Problem Solving Skills

- **Complex Problem Solving**
Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Technical Skills

- **Operation Monitoring**

Watching gauges, dials, or other indicators to make sure a machine is working properly.

- **Troubleshooting**
Determining causes of operating errors and deciding what to do about it.
- **Quality Control Analysis**
Conducting tests and inspections of products, services, or processes to evaluate quality or performance.
- **Operation and Control**
Controlling operations of equipment or systems.
- **Operations Analysis**
Analyzing needs and product requirements to create a design.

System Skills

- **Judgment and Decision Making**
Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- **Systems Analysis**
Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- **Systems Evaluation**
Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.

Resource Management Skills

- **Time Management**
Managing one's own time and the time of others.
- **Management of Personnel Resources**
Motivating, developing, and directing people as they work, identifying the best people for the job.
- **Management of Material Resources**
Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
- **Management of Financial Resources**
Determining how money will be spent to get the work done, and accounting for these expenditures.

Desktop Computer Skills

- **Databases**
Using a computer application to manage large amounts of information, including creating and editing simple databases, inputting data, retrieving specific records, and creating reports to communicate the information.
- **Graphics**
Working with pictures in graphics programs or other applications, including creating simple graphics, manipulating the appearance, and inserting graphics into other programs.
- **Internet**
Using a computer application to create, manipulate, edit, and show virtual slide presentations.
- **Navigation**
Using scroll bars, a mouse, and dialog boxes to work within the computer's operating system. Being able to access and switch between applications and files of interest.
- **Presentations**
Navigating the Internet to find information, including the ability to open and configure standard browsers; use searches, hypertext references, and transfer protocols; and send and retrieve electronic mail (e-mail).
- **Spreadsheets**
Using a computer application to enter, manipulate, and format text and numerical data; insert, delete, and manipulate cells, rows, and columns; and create and save worksheets, charts, and graphs.
- **Word Processing**
Using a computer application to type text, insert pictures, format, edit, print, save, and retrieve word processing documents

Knowledge

Required

- Computers and Electronics
- English Language

Preferred

- Customer and Personal Service

Technology

- **Web platform development software**
- **Operating system software**
- **Data base user interface and query software**
- **Data base management system software**