Position Title	Class / Location	Reports to
IT Helpdesk Technician	I / Home Office	IT Manager
Employment Status	**FLSA Status**	**Effective Date**
☐ Temporary ☒ Full-Time ☐ Part-Time	☒ Non-Exempt ☐ Exempt	1/August/2023

POSITION SUMMARY

The IT Helpdesk Technician will be responsible for providing technical support and assistance. This role will interact with internal and/or external sources to resolve issues related to software or hardware.

This position will promote The KNCC Experience; *"we bring our "A" game every day, we rise to the challenge, and we do the right thing"* and will be dedicated to our mission statement; *"Building a strong, vibrant future for every community we serve."*

ESSENTIAL DUTIES AND RESPONSIBILITIES
The essential functions include, but are not limited to the following:

- Provide additional helpdesk assistance to our Managed Services Provider in supporting software, hardware, computers, mobile devices, printers, and networking equipment
- Coordinate with our Managed Services Provider on helpdesk related tasks
- Determine the best solution based on the issue and details provided by employee
- Provide hardware support including the replacement of hardware components for equipment (LCD Screens, keyboards, trackpads, hard drives, batteries, etc) and mobile devices
- Maintain all inventory within the IT department
- Coordinate & assist in Project Mobilization including setting up internet contracts, assigning equipment, purchasing miscellaneous IT equipment, coordinating with our MSP, installing equipment onsite if necessary
- Identify and suggest ~~possible~~ improvements on procedures
- Other duties as assigned

MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

- High School diploma or GED
- College degree in computer science, network administration, or computer programming preferred
- Training or certification in information technology infrastructure, network administration, and computer repair beneficial
- Minimum of 2 years' experience as a help desk technician or similar customer support roles
- Ability to diagnose and resolve basic computer technical issues
- Proficient knowledge with software management tools and techniques
- Fundamental knowledge of the following:
  - Windows 10/11
  - Windows Server 2019
  - Active Directory

- o Installing\Configuring printers and copiers
  - o Office 365 Suite and the associated Management Tools
  - o Remote Desktop
  - o Networking
  - o iOS Support
- Must be a self-motivated individual willing to learn and work in a fast-paced office environment
- Excellent communication skills
- Occasional travel to jobsites within Central Oregon required
- Current driver's license and insurable driving record

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions. The employee is occasionally required to stand; walk; sit; reach with hands and arms; climb or balance; walk on uneven surfaces and stoop, kneel, crouch, or crawl.

NOTE

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

Signature: _____ **Name (print):** _____

Date: _____

The company is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.