



WSIPC

*Inspired by education.
Empowered by technology.™*

**WSIPC
Everett, Washington**

*Invites applications for the position of
Helpdesk Technician*

August 28, 2017 – Open Until Filled

MISSION

Provide technical support for internal and external customers who utilize WSIPC's systems. Diagnose, repair, install, and configure software and computer systems.

ESSENTIAL DUTIES & RESPONSIBILITIES include the following, other duties may be assigned:

- Provide technical support for helpdesk calls, emails, and tickets; ensuring SLAs are met
- Create tickets for issues received outside of the ticketing system
- Evaluate and prioritize each problem to determine appropriate response and if it is necessary escalate to other Information Services staff members
- Communicate with customers regarding problem resolution status and provide follow-up to maintain customer satisfaction level
- Identify trends in support requests and determine mitigation opportunities
- Evaluate condition and performance of internal PC's, laptops, printers, and other computing devices; maintaining, repairing, or replacing when necessary
- Install and configure software and computing hardware
- Troubleshoot and resolve hardware and software problems
- Develop and maintain training materials and systems documentation for educating end users and new IS staff
- Serve as a liaison and issue tracker for outside vendors that support WSIPC's systems
- Orders parts, equipment, software, and supplies as directed by IS Management
- Recommend and execute modifications to systems in order to improve efficiency, reliability, and performance
- Conduct research on hardware and software in support of procurement and system development efforts
- Review and deploy new service packs, hot fixes, system updates and vendor-supplied patches according to best practices

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 duties.

- High School diploma or GED
- Certifications (such as MCP, MCSA, A+) and/or equivalent experience
- Prior helpdesk experience
- Progressive experience troubleshooting, analysis, and problem solving for computer related issues
- Working knowledge of Microsoft operating systems and office products
- Working knowledge of an Active Directory domain
- Effectively prioritize and execute tasks in a high-pressure environment

- ❑ Exceptional written and oral communication skills
- ❑ Exceptional interpersonal and customer service skills
- ❑ Strong technical documentation skills
- ❑ Highly self-motivated and directed
- ❑ Excellent time management and organization skills
- ❑ Superior attention to detail
- ❑ Ability to travel occasionally in or out-of-state, some overnight travel
- ❑ Ability to work additional hours to meet deadlines
- ❑ Experience monitoring, tracking, and resolving high volume, high impact, and enterprise critical problems
- ❑ Experience working in a team-oriented, collaborative environment
- ❑ Broad knowledge of multiple computer environments, platforms, and technologies and in-depth knowledge of the enterprise's products

WORKING CONDITIONS

- ❑ Minimum 8-hour day/40-hour work week
- ❑ Subject to frequent interruptions
- ❑ This position is not substantially exposed to adverse environmental conditions

PHYSICAL DEMANDS

- ❑ Crouching. Bending the body downward and forward by bending leg and spine.
- ❑ Reaching. Extending hand(s) and arm(s) in any direction.
- ❑ Lifting. Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. This factor is important if it occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
- ❑ Typing or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- ❑ The worker is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading; visual inspection involving small defects, small parts, and/or operation of machines (including inspection); using measurement devices; and/or assembly or fabrication parts at distances close to the eyes.
- ❑ Hearing. Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discriminations in sound.
- ❑ Talking. Expressing or exchanging ideas by means of the spoken word. Those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- ❑ Medium work. Exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

TERMS OF EMPLOYMENT

- ❑ This is an overtime exempt position. Annualized salary based on qualifications and experience.
- ❑ WSIPC provides a comprehensive benefit package, for details visit: <http://www.wsipc.org/about-us/careers/>

APPLICATION INSTRUCTIONS

Application materials must include the following in order to be considered for the applicant pool:

1. Cover letter which addresses the qualifications listed above
2. Resume listing previous employers, employment dates and responsibilities applicable to the position
3. **E-mail application materials to employment@wsipc.org**

EOE

Reference 170828