



W S I P C

2121 W. Casino Road | P: 425.349.6600
Everett, WA 98204-1472 | F: 425.349.6601

www.wsipc.org

Helpdesk Technician – Technology Services

WSIPC – Reference # 210201

Salary Range: \$41,780-\$45,668

Why WSIPC? At WSIPC We Take Pride in Nurturing a Culture Where...

We are a family – We care about the growth and development of our people, our clients, and our community.

We pursue excellence – We continuously strive to improve the solutions we offer and to be innovative in our goals.

We are creative and passionate – All employees are encouraged to present new ways of improving our services and culture.

We are accountable and supportive – We take responsibility for our decisions, and collaborate to ensure the best outcomes.

We communicate honestly – We work in a transparent, open, and trust-based environment.

We serve our community and we are our community – We are part of the community we serve and we are invested in its success.

About the Position

WSIPC is seeking a helpdesk technician who is passionate about serving others. The successful candidate would provide technical support for internal and external customers who utilize WSIPC's systems. Diagnose, repair, install, and configure software and computer systems.

Our ideal candidate is highly self-motivated with superior attention to detail, and meets or exceeds the qualifications listed below.

Ideal Candidate Qualifications

- Provide technical support for helpdesk calls, emails, and tickets; ensuring SLAs are met
- Evaluate and prioritize each problem to determine appropriate response and if it is necessary escalate to other Technology 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
- Troubleshoot and resolve hardware and software problems
- Recommend and execute modifications to systems in order to improve efficiency, reliability, and performance

Employment Benefits

This is a full-time position. WSIPC provides a comprehensive benefits package including but not limited to twelve holidays, medical, dental, vision, paid vacation and paid sick leave. Visit www.wsipc.org for a full list of benefit offerings.

Apply Now!

What a great place to work! Apply now by emailing your resume to employment@wsipc.org.

WSIPC is an EOE.