



W S I P C

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[www.wsipc.org](http://www.wsipc.org)

## Helpdesk Technician – Technology Services

**WSIPC – Reference # 20240101**

**Starting Salary Range: \$44,808 - \$46,619**

The salary is dependent on experience and qualifications

### 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
- Provide clear accurate written communications to explain technical solutions to non-technical recipients
- 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 thirteen holidays, medical, dental, vision, paid vacation ranging from 12-22 days per year and up to 8 hours of paid sick leave per month. We are a part of DRS for a pension program. Visit [www.wsipc.org](http://www.wsipc.org) for a full list of benefit offerings.

### Apply Now!

What a great place to work! Apply by submitting your resume to [wsipcrestimates@wsipc.org](mailto:wsipcrestimates@wsipc.org)

Willing to relocate to the State of Washington? Candidate must reside in Washington State.

WSIPC is an EOE.