



IT Helpdesk Technician

EEOC Job Classification:	Professionals
Department:	Choose an item.
Supervisor/Reports To:	IT Manager
Updated:	01/2024

This role fills a combination of hardware and software troubleshooting, encompassing a multitude of computer-based hardware as well as mechanical systems. The ideal candidate will be driven, detail oriented, efficient, and have strong, demonstrated multi-tasking abilities and a high level of organization.

Essential Duties

- Prompt and reliable responses to employee/client inquiries
- Call and Incident tracking
- Troubleshooting Network surveillance Audio and Visual integration systems
- Troubleshooting Electrical and Mechanical equipment
- Multi-level team interaction based on support needs
- Install, move, update and integrate computers, workstations, network systems, communication equipment and peripherals; installs and configures software upgrades, enhancements and revised function.
- Uses IT approved tools, equipment and procedures to repair computers, equipment and peripheral devices.
- Identifies technical problems which need to be addressed and improved policies and procedures using the ticketing system workflow.
- Maintain and enforce all aspects of security and confidentiality of records and information.
- Assist in evaluating new technology as assigned by IT, and administering equipment inventory.

Required Skills

- Excellent communication skills, written and verbal.
- Basic networking skills (IP address schemes, assignment, etc.)
- Basic electrical knowledge (ground, neutral, hot, load variance, etc.)
- Advanced Troubleshooting (assisting low voltage technicians over phone)

Education and Experience

- Required – Level 2 Help Desk or equivalent, 2 years
- Required – 0365 Admin Experience
- Required – Hobbyist level mechanical skill
- Advanced knowledge of Network Surveillance Audio and Visual systems

Updated 09/2023



Physical Requirements

- Sitting – 80%
- Standing/Walking – 20%
- Ability to lift up to 50 pounds

Job Type: Full time

Schedule:

- 8-hour shift
- Monday through Friday
- 8am – 5pm

Benefits

- 401(k) matching
- Dental insurance
- Health insurance
- Life insurance
- Paid time off
- Vision insurance
- Paid holidays
- Short-term disability insurance
- Long-term disability insurance

Ability to commute/relocate:

- United States: Reliably commute or planning to relocate to Kalispell, Montana before starting work (Required)
- No Travel Required

Compensation: \$22-\$24/hour



Employee Acknowledgement of Job Description

I have received a copy of the job description for my position.

Position: _____

Revision Date: _____

I, _____, have reviewed and fully understand the job description for my position and all of my duties and responsibilities. I am able to perform the essential duties of this job as outlined with or without reasonable accommodation. I understand that my job may change regularly or temporarily to adapt to the needs of my location or department without changes being specifically included in the job description.

Any questions that I have regarding my job description have been fully answered and I have no concerns prior to signing this acknowledgement. If I have any future questions regarding my job description or essential duties, I agree to reach out to the Human Resources Manager or my direct supervisor.

I understand that my employment is based on my ability to satisfactorily perform the essential duties and requirements of my job description.

Employee Name

Signature

Date

Supervisor Name

Signature

Date