**Helpdesk/Desktop Technician, Part Time**

**Westminster Canterbury on Chesapeake Bay**

3100 Shore Drive Virginia Beach, VA 23451

**JOB DESCRIPTION**

The Helpdesk and Desktop Technician is responsible for assisting customers who are experiencing procedural or operating difficulty with the use of Information Technology applications, products or services. Complex and/or high priority problems are elevated to specialized support groups for resolution when needed; however, this position is responsible to ensure that an effective solution is provided to the user. Always models our core values of respect, passion, and professionalism, and be willing to assist, or use personal authority, in holding all others accountable for doing the same.

**RESPONSIBILITIES**

* Effectively, professionally, and respectfully represents other Information Technology staff members, teams, and their services to the client community
* Resolves Level 1 work orders; elevates complex and/or high priority problems to the appropriate support groups for resolution and verifies that suggested solutions effectively resolve the users' problems through verbal or email follow up
* Provides support for all Information Technology products and services, which may include answering questions, troubleshooting problems, teaching, or instructing customers regarding software or hardware functionality, and communicating policy and/or may involve troubleshooting printer issues and resolving difficulties with Health Information Technology
* Determines the most effective manner to resolve client's technical issue; engages in research and in-depth troubleshooting to resolve technical issues; consults with “expert” staff when necessary to resolve an issue
* Records required customer and problem information in the Call Ticket System; updates tickets with appropriate journal entries of activities and closes tickets with resolution entered upon completion of the job
* Builds and configures new desktop and laptop systems and install needed software per user profile; creates new user accounts in Active Directory and adds to proper workgroups and grants needed permissions within established authority level
* Maintains IT equipment located in conference rooms and assists with meeting set up as needed and assists users with printing, scanning, and copying equipment
* Works on Help Desk related projects as assigned by supervisor
* Performs all job duties with diplomacy and tact and in compliance with WCCB confidentiality policies
* Demonstrates initiative in offering to pitch-in and help others wherever needed
* Assists in carrying out the mission of Westminster-Canterbury in any way needed at the time

**QUALIFICATIONS**

* Experience in information technology hardware, software, and network troubleshooting or equivalent training and/or education are necessary
* Familiarity with a wide range of standard office automation products required
* Demonstrated ability to learn and support new and fast-changing technologies
* Excellent customer service skills; prior customer service experience desired
* Demonstrated excellence in verbal communication skills, including active listening; good command of English language in order to provide effective phone, in person, and email support
* Demonstrated problem-solving skills and able to independently analyze problems and apply appropriate problem solving techniques
* Able to work independently or in a team setting as necessary
* Able to work with deadlines and unpredictable work assignments
* Must be able to work for prolonged periods of time in front of a computer, to enter and retrieve data form computer, and to view a computer monitor and use telephone
* Must be able to perform physical activities, such as, but not limited to, lifting heavy equipment (up to 50 lbs. unassisted), bending, standing, climbing or walking, and the pushing and pulling of carts if necessary
* Excellent communication skills and interpersonal skills
* Excellent communication skills and the ability to mediate resident concerns
* Organized and detail oriented
* Upbeat and engaging
* Experience/Ability to educate residents and employees of varying proficiency levels on systems and equipment, presenting ideas in user friendly language
* Must be able to lift and handle large boxes weighing up to 50 lbs
* Must be able to move about large campus to deliver services
* Must be able to install and maintain computer equipment in offices, apartments, and public areas
* Must be able to install and maintain equipment in small server room

**BENEFITS**

Limited Benefits for Part-Time Positions

* Scholarship Program for Employees/Family Members
* Employee Assistance Program
* Employee Discounts
* Excellent Advancement Opportunities
* Retirement Plan
* Direct Deposit
* Employee Assistance Program