

## IT Help Desk Specialist

**Reports to:** IT Manager

**FLSA:** Salaried, non-exempt

**Pay Grade:** 5

**Summary:** The Help Desk Analyst's role is to manage all IT requests. This includes receiving, prioritizing, documenting, scheduling, resolving, or escalating IT requests. Problem resolution may involve the use of diagnostic and help-request tracking tools and/or require that the individual give in-person, hands-on help at the desktop level. Exercises judgment and creativity in selecting and applying procedures correctly, and determines when to refer problems to the supervisor or next level of support.

**Essential Functions:** *(This job requires the performance of the following tasks, with or without accommodation. Incumbents may be regularly or occasionally required to assume additional responsibilities or perform additional tasks.)*

- Field incoming IT requests from users via phone, email, and SharePoint.
- Document all pertinent end-user identification information, including name, department, contact information, and nature of the problem or project.
- Prioritize and schedule requests and projects. Escalate problems to the appropriate IT staff.
- Record, track, and document IT requests, including all successful and unsuccessful decisions made and actions taken, through to final resolution.
- Perform hands-on fixes and maintenance at the desktop level, including password resets, installing updates, installing some hardware, and assisting in events and class setup as requested through events calendar.
- Perform post-resolution follow-ups to IT requests.
- Help build and maintain the IT knowledge base by writing instructions and maintaining documents.
- Manage anti-virus for all computers and servers.
- Assist IT Manager and IT Assistant in tasks and projects as needed.
- Participate in Gardens-wide initiatives including Gardens Aglow assignments.

### Qualifications:

- High school graduate or equivalent with data processing training, computer operations training, or experience in a multi-operation system or production control environment preferred.
- Good understanding of the organization's goals and objectives.
- Exceptional written and oral communication skills.
- Exceptional interpersonal skills, with a focus on rapport-building, listening, and questioning skills.
- Strong documentation skills.
- Ability to conduct research into a wide range of computing issues as required.
- Ability to absorb and retain information quickly.

- Ability to present ideas in user-friendly language.
- Highly self-motivated and directed.
- Keen attention to detail.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Exceptional customer service orientation.
- Experience working in a team-oriented, collaborative environment.
- Demonstrates highest level of professional and ethical conduct, knowledge and understanding of organizational policies, procedures and systems, maintains confidentiality.
- Commitment to working across the organization to support the integration of IDEA (Inclusion, Diversity, Equity, and Access) principles into CMBG's internal operations and its relationships with visitors and guests.

**Work schedule:**

This is a full-time, year-round position requiring schedule flexibility for seasonal variations, weekends and work load.

**Physical and environmental factors:**

The work is performed primarily but not exclusively indoors in moderate noise environment. The work requires the ability to sit, stand, walk between buildings, squat, kneel, climb stairs, carry up to 35 pounds occasionally, and use hands/fingers for fine manipulation.

*This is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts, or working conditions associated with the job. While this job description is intended to be an accurate reflection of the current job, the company reserves the right to revise the functions and duties of the job or to require that additional or different tasks be performed when circumstances dictate (such as emergencies, changes in personnel, work load, rush jobs, or technological developments).*

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