

Job Title: Help Desk Technician
Department: IT
Report to: IT Leader

Desired Outcomes:

- ▶ 95% of all contact us work orders closed within one day of entry or status in resolution updated and reviewed with IT leader. (Monthly report will be generated from Track It and results analyzed.)
- ▶ Achieve 4.5 or better on interdepartmental survey
- ▶ Maintain at least 95% of assigned documentation required to facilitate reporting of service indicators. This includes updating the project plan, time and issue tracking.
- ▶ 95% timelines met for assigned projects

Duties and Responsibilities:

- ▶ Answer and route, as required all help desk calls including both internal and external support issues.
- ▶ Call center support for all SG Solutions
- ▶ Develop expertise in the supported commercial solutions, DCM, LEM and others as assigned.
- ▶ Capture content and update knowledgebase for solutions.
- ▶ Provide first-level support of SG Solutions

Knowledge, Skills and Abilities

- ▶ Excellent communication skills
- ▶ High level of skill in MS Office
- ▶ Windows XP, Windows 7
- ▶ Windows Networking
- ▶ SQL Server and Access Database
- ▶ .Net programming exposure

Physical Requirements

- ▶ While performing the duties of this job, the employee is regularly required to use hands, and is required to talk and hear.
- ▶ The employee is frequently required to stand, sit, and walk.
- ▶ The employee may occasionally be required to reach with hands and arms.
- ▶ Specific vision abilities required by this job include close vision, peripheral vision, and ability to adjust focus.
- ▶ Ability to sit, type, and view a computer screen up to 8 hours at a time
- ▶ Ability to use telephone / headset for up to 8 hours at a time

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Salary Range: 25,000 – 38,000

Job Location : Gulf Breeze Florida