
Position: Helpdesk Technician

Level: Staff Specialist Role

Summary:

The Helpdesk Technician provides business technology support services to the organization. The primary objectives of this position are to provide hardware/software technical support, including maintaining industry best practices for workstation, laptop, server and application support while delivering excellent customer service. The position requires an individual skilled in technical knowledge, problem solving, and communication to assist all departments with their technical requirements. This role collaborates with team members, management, and other departments to shape the tools, processes, and procedures that deliver an exceptional customer experience.

Qualifications:

- Bachelor's degree in related field preferred
- ITIL Certification
- 3-5 years of experience within information technology and system support
- Minimum 3 years performing as a member of a service desk team
- Knowledge of data processing systems, concepts and methodologies
- Knowledge of Server Maintenance and Optimization
- Familiarity with Active Directory and Azure
- Understanding of the processes and importance of change control procedures
- Familiarity with tracking and managing issues using a ticket system

Primary Roles: Ticket response and escalation, process development, staff training (documentation and in-person), interfacing with support vendors, troubleshooting hardware and software issues, evaluation of new technologies to improve business processes, project management

Reports To: Director of IT Services

Travel: less than 10% (conferences when necessary)

Typical Week: 40 hours

Key Responsibilities: The Helpdesk Technician supports the technology infrastructure and support systems at Tri Delta, including components managed by third-party vendors.

- Familiar with change control processes and procedures
- Responding to and resolving Helpdesk tickets in Zendesk
- Familiar with project management methodologies and software
- Acts as an escalation point for internal and external support tickets
- Participates in and performs annual test of Disaster Recovery Plan
- Acts as primary point of contact for afterhours/emergency IT issues
- Maintains Asset list for organization, including warranty documentation
- Follow security procedures and processes for onboarding / offboarding
- Identifies, analyzes and interprets trends or patterns in complex data sets
- Proficient in technical writing and documenting processes and procedures
- Implements Continuous Service Improvements based on patterns and frequency
- Assist in developing and implementing IT procedures, policies, and training for the various IT systems
- Weekend work (primarily conferences) and work outside of normal business hours (system updates during defined system maintenance windows) may be occasionally required.

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- Be passionate about serving others (e.g., Tri Delta EO employees, Board members, collegiate and alumnae members) and helping them become the best versions of themselves.
 - Ability to quickly adopt organizational culture of kindness and service to others
 - Participate in and adopt team goals which ultimately support enterprise goals(s) of member experience, organizational effectiveness, and sisterhood growth.
 - Participate in Tri Delta events and pursue external relationships.
 - Other duties as assigned.