



Job Title	Help Desk Technician	FLSA Status DOL Status	Non- Exempt Full-time
Program/Department	IT	Supervisory Responsibilities	No
Reports To	IT Manager	CEO Approval Date	11/12/2021
Work Schedule	Office Hours follow business hours and may vary with supervisor approval; may include occasional evening and weekends.		

Must pass required background check

POSITION OVERVIEW

The Help Desk Technician supports employees with technical assistance and support related to computer systems, hardware, and software across all Sunbeam site locations. This role is responsible for answering questions and addressing system and user issues in a timely and professional manner.

All employees and volunteers are expected to be sensitive to our clients' cultural and socioeconomic characteristics, reflect Sunbeam Family Services core values and to perform at Sunbeam's standards of excellence at all times.

ESSENTIAL FUNCTIONS

- Serve as the first point of contact for customers seeking technical assistance over the phone or email.
- Monitor and respond quickly to IT help desk issues.
- Determine the best solution based on the issue and details provided by customers.
- Follow-up and update customer status and information.
- Maintain computer systems and act as support if any system goes down.
- Perform remote troubleshooting through diagnostic techniques and pertinent questions.
- Responsible for PC's, Printers, Servers and related equipment (monitor, keyboard, mouse, hard drive, etc).
- Maintain user PCs, including upgrades and configuration as needed.
- Assist with onboarding of new users.
- Keep inventory of all equipment, software, and license users.
- Install, configure, and upgrade PC software.
- Ensure all help desk requests are accurately and descriptively logged into tracking system.
- Documents, tracks, and monitors problems to ensure a timely resolution and assist in future solutions to similar problems.
- Train users on hardware and software on-site or in classroom.
- Travel locally, as required, in the performance of responsibilities.
- Perform other appropriate and related responsibilities as assigned by supervisor or Executive Team members.

JOB QUALIFICATIONS		
	Minimally Required	Preferred
Education	High School Diploma, GED, or relevant certification in information technology	Associates or Bachelor's Degree in Information Technology/Systems, computer science or related field
Experience	<p>1-3 years of experience in Help Desk or other IT-related position</p> <p>Proven experience as a help desk technician or other customer support role</p> <p>Experience finding and creating solutions to unexpected problems</p>	3+ years of experience in Help Desk or other IT-related position
Skills Knowledge Abilities	<p>Tech savvy with working knowledge of office automation products, databases and remote control</p> <p>Knowledge and understanding of Windows Operating Systems</p> <p>Knowledge and understanding of Windows Server technologies</p> <p>Working knowledge of switching/routing</p> <p>Understanding WiFi technologies</p> <p>Good understanding of computer systems, mobile devices and other tech products</p> <p>Ability to diagnose and resolve basic technical issues</p> <p>Resourcefulness and quick-thinking nature to troubleshoot new and critical technical issues as they arise.</p> <p>Able to deploy, configure, and support operating systems on desktop and mobile</p> <p>Understanding and appreciation for information security within systems and user devices</p> <p>Strong drive to provide excellent customer service and experience, with an awareness of prioritization of tasks, stakeholders, budget, and time.</p> <p>Proficient in Microsoft Office 365 with emphasis on Excel, Outlook, and Sharepoint</p> <p>Ability to effectively prioritize and execute tasks in a high-pressure environment</p>	

Local travel required and must have a valid Oklahoma driver's license and insurance as required by the position

WORKING CONDITIONS

Physical Demands:

While performing the duties of this job, the employee is regularly required to use repetitive motion, operate a computer and other office productivity machinery, and communicate information accurately in a way others can understand. The employee is frequently required to move about inside the office to access office machinery, computers, etc. The employee is occasionally required to bend, kneel, crouch, climb stairs, and reach overhead. The employee must occasionally move and/or lift up to 40 pounds.

Work Environment

The employee will work in an office environment with frequent interruptions. Some work will be performed in a school environment. Working in close quarters with others may be required.

Vaccination

This position is subject to Sunbeam's Mandatory COVID-19 Vaccination Policy. All Sunbeam employees are required to be fully vaccinated against COVID-19, or have an approved exemption. Exemptions to the vaccine requirement will be considered for individuals with medical condition(s) that prevent them from being vaccinated and for individuals with sincerely held religious beliefs that prohibit them from being vaccinated, consistent with applicable federal and state law. Proof of Vaccination, as defined by Sunbeam policy, or an approved exemption is required for any employment effective on or after December 31, 2021.

Other

The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. The qualifications, physical demands, and work environment described herein are representative of those an employee will encounter and must meet to successfully perform the essential functions of this job. These statements are intended to describe the general nature and level of work performed by employees assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel or candidate and may be subject to change at any time. Reasonable accommodations may be made to enable individuals to perform the essential functions.

Sunbeam Family Services is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We are committed to fair and equal in all its employment practices for persons without regard to race, ethnicity, color, creed, age, gender, sexual orientation, gender identity or expression, pregnancy, religion, disability or degree thereof, national origin, domestic/marital status, political affiliation or opinion, veteran status, HIV status, AIDS status, genetic information, and any characteristic protected by federal, state, or local laws.

SIGNATURE

By signing this job description, the employee/candidate affirms that they possess the knowledge, skills, and abilities necessary to perform the essential functions of the job as stated above, with or without reasonable accommodation. It is also understood that employment with Sunbeam is considered "at will," meaning that either Sunbeam or an employee may terminate the employment relationship at any time with or without cause or notice. This job description does not and is not intended in any way to create a contractual employment relationship. Sunbeam may also change this job description and the expected duties from time to time at its sole discretion.

Employee/Candidate
PRINTED Name

Employee / Candidate
Signature

Date:

