

JOB DESCRIPTION

Help Desk Support

<i>Date:</i>	November 19, 2009	<i>Prepared By:</i>	
<i>Job Title:</i>	Help desk support	<i>D.O.T. Code:</i>	032.262-010
<i>Department:</i>	Information Systems	<i>Location:</i>	
<i>Reports To:</i>	Support Supervisor	<i>Classification:</i>	Exempt

I. PURPOSE OF THE JOB

This job exists for the purpose of administering support to employees, both internal and external in all functions relating to Technical, Network, Operations and Programming issues. This includes all software, hardware, and operating systems used by Onyx and it's outside branches. Through phone calls and written requests, the Help desk must manage, prioritize support problems and when needed expedite technicians to solve those problems. The Help Desk handles all phone support to Onyx and its outside branches

II. SUMMARY OF THE JOB

Help Desk Support employees are responsible for maintaining open phone support to all employees within Onyx and its branch offices. Problems dealing with Technical, Network, Operations, and Programming issues are first handled through phone support. If the problem is not fixed, then Help desk may send technicians to solve the problem on-site. Prioritizing concerns in order of importance and expediting technicians is a responsibility of the Help desk. Help desk is also responsible for maintaining hardware and software inventories through purchase orders and a software library.

III. ESSENTIAL FUNCTIONS OF THE JOB

1. Logs into Onyx phone system in order to receive incoming calls.
2. Runs "Support Magic" software where calls are assigned to specific departmental technicians, through an Open call report.

3. Receives and administers Open Calls report issued by “Support Magic” software.
4. Prioritizes calls in order of importance.
5. Issues tickets to support technicians with information regarding the specific calls, including location of the call and a summary of what the problem is.
6. Expedites technicians to address problems.
7. Receives resolutions of problems fixed by support technician.
8. Issues closing reports for all support problems that have been fixed.
9. Prints reports with total open and closed calls per technician.
10. Reviews and verifies with user that the system is up and running correctly.
11. Checks attendance/tardiness of all help desk technicians.
12. Organizes and maintains a software library, by keeping a current database of all software currently being used by the company.
13. Issues purchase orders for new hardware and software that is not in inventory or is being added to the library.
14. Creates work orders through “Support Magic”, for purchasing and receiving new software and hardware to be entered into inventory.
15. Enters new software into software library (inventory) through “Alpha 4” database.
16. Maintains records of all software on loan to employees and returned to the library.
17. Registers hardware and software by issuing a Onyx number and entering equipment into inventory module of “Support Magic”
18. Issues access codes to Onyx employees on all network and operating systems.
19. Sends daily Binder’s reports (sales) to key departments through “Groupwise” software.
20. Notifies technician of equipment arrival for installation.
21. Enters data into computer regarding invoice information, purchase orders, work orders, online registration of equipment.

22. Keeps employees informed of all issues regarding hardware and software, including problems, changes being made, new program installing, etc.
23. Assists administrative assistant to the vice president in secretarial duties.
24. Performs in a manner that will prevent errors and omissions.
25. Works and behaves in a courteous manner, as to present company policies and image in a professional and proper manner.

IV. NON ESSENTIAL (DESIRABLE) FUNCTIONS OF THE JOB

None

V. SPECIFICATIONS OF THE JOB

A. Minimum Skills Required

Position requires strong computer skills, knowledge and know-how in order to quickly and correctly addresses all problems dealing with hardware and software installation use and problem solving. Strong interpersonal skills are necessary in dealing with incoming phone calls as to present a professional and courteous attitude towards users. Good processing, organizing and expediting skills are necessary in order to correctly address and solve problems, through the use of support technicians.

B. Minimum Education/ Experience Required

Must have a high school diploma. Strong computer hardware and software knowledge

C. Working Conditions/ Physical Requirements

Work is mainly sedentary. The employee is regularly required to sit for hours at a time and use hands for processing, typing and phone operations. The Help desk employee is occasionally required to stand, walk, and reach with hands and arms. Specific vision abilities required by this job include close vision and ability to adjust focus. Moderate stress possible in dealing with emotional users via phone lines. Patience necessary as to professionally deal with all aspects of users problems.

D. Characteristic Critical for Success in Position

(1) Good Interpersonal Skills (2) Patience (3) Organizational Skills (4) Broad Knowledge of Software Systems

E. Shift/ Hours

Works constitutes 40 hours a week.

F. Number of Position(s) of subordinates

Support Technicians report to the Help Desk.

G. Contacts Required (Internal/external)

All departments and employees of Onyx Corporation, including all outside branches and users of Onyx hardware and software.

H. Evaluation Criteria**1. Education**

Requires high school graduation, requiring limited knowledge field, such as hardware and software systems and basic operating systems.

2. Previous Experience

Up to 12 months previous experience in a related function.

3. Time to Proficiency

Two to four weeks time to proficiency, requiring general knowledge of company policies relevant to own specific area.

4. Mental Effort

Position requires phone contact with customers or employees who may become verbally abusive, where the incumbent must retain personal composure.

5. Visual Attention

Position involves inspection work where flaws are easily detectable.

6. Physical Effort

Requires little or no unusual physical effort.

7. Manual Dexterity

Requires the ability to perform simple repetitive routines, in which minimal skill is required to maintain satisfactory output. Operates computer at own pace.

8. Supervisory Responsibility

Position requires occasional performance of supervisory behaviors including part-time supervision of a small group of employees while performing the same job behaviors as members of the group.

9. Supervision Received

Position does not require close check but rather follow standard procedures.
Performs most tasks without advise from supervisor.

10. Financial Responsibility

Work is routine but error may not be initially detected, however, it may involve limited decision-making.

11. Training, Teaching and Counseling

Requires periodic training and teaching of others in one's own work group, involving simple or routine matters.

12. Negotiating and Influencing

Requires no negotiating or influencing.

13. Surroundings

Involves safe and comfortable work conditions.

14. Business Know-how

Some general business knowledge is required. Communications are based on existing templates.

15. Problem Solving / Decision Making

Position involves occasionally dealing with problems of minor complexity and requires some independent judgment.