

Title: Job Description Desktop Support
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Page: 1 of 2
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JOB DESCRIPTION

Position:	Desktop Support Technician
Department:	Network, IT & Software Development

Job Description Summary:

The Desktop Support Technician provides desktop technology support throughout US Digital and utilizes a broad knowledge of Information Technology, hardware, software and data processing concepts to complete their tasks.

Primary Responsibilities:

The following is a summary of the essential functions for this job. Other duties may be performed, both major and minor, which are not mentioned below. Specific activities may change from time to time.

As Desktop Support Technician you will be able to perform the following duties:

- Be the primary point of support for end-users. Respond to requests for technical assistance in person, phone, email, and IM.
- Deliver quality customer service to staff with installation, configuration and ongoing usability of desktop computers, peripheral equipment and software.
- Diagnose problems by asking accurate, concise questions in a professional and timely manner. Then communicate the remediation plans to users, and provide status updates and record in the knowledge base for future use.
- Work with vendor support contacts when necessary to resolve technical problems with hardware and software issues.
- Ensure desktop computers interconnect seamlessly with diverse systems including associated validation systems, file servers, email servers, computer conferencing systems, application servers and administrative systems.
- Follow standard help desk procedures, logging all help desk issues.
- Identify and escalate situations requiring urgent attention.
- Track and route problems and requests and document resolutions and procedures.
- Stay current with system information, changes and updates.
- Work with procurement staff to purchase hardware and software necessary for the staff members.
- Other duties as assigned.

Qualifications:

- Certifications desirable: MCDST; Enterprise Desktop Administrator on Windows 7; Enterprise Desktop Support Technician on Windows 7; MCSE: Desktop Infrastructure; Microsoft Certified System Administrator.
- Minimum 3+ years hands-on or equivalent education, supporting desktop technologies including: Windows XP Professional/Win 7, Outlook 2007/2010, Microsoft desktop applications, basic to intermediate-level networking, and problem tracking software preferred.
- Working knowledge of Microsoft Windows Server technology including Active Directory, DNS, DHCP.
- Working level and good knowledge with standard networking services: DHCP, DNS, Active Directory, print servers.

- Working knowledge of VMWare ESXi 5.0 and clustering.
- Working knowledge of Microsoft SQL Server including setup and maintenance.
- Working knowledge of Microsoft Exchange including setup, monitoring, maintaining, and troubleshooting.
- Working knowledge of Microsoft Lync server including setup, monitoring, maintaining, and troubleshooting.
- Working knowledge of networking protocols and components including TCP/IP, DNS, CIFS
- Possess leadership skills and ability to be led in a manner that is healthy to our positive and productive work environment.
- Ability to communicate effectively with all employees on all levels. Have excellent written and verbal communication skills, able to read and write in English. Professional appearance, punctuality and a sense of urgency.
- Experience working in a fast paced, high change environment, with limited supervision: self-starter.
- Strong attention to detail with excellent prioritization and follow up skills.
- Emphasizes personal and professional growth. Keeps knowledge and skills current.
- Ability to work independently as well as be part of team in order to produce quality materials within tight timeframes and simultaneously manage several projects.
- Well-developed analytical trouble shooting skills.
- Requires a high school diploma or equivalent
- Must be a U.S. Citizen or Permanent Green Card Holder.
- Be able to perform basic physical tasks such as lifting 25lbs, reading, nimbleness of hands for typing and writing.

Salary Range – DOE

Internal US Digital applicants must:

- Be in current position for 1+ year
- Meeting or exceeding current department expectations
- Have manager approval and support before applying
- Meet required job description qualifications

US Digital is looking for individuals who are highly skilled, diligent, practical, productive, reliable, inventive, self-motivated, patient, conscientious, continually learning, problem solvers, organized, cooperative, flexible and positive.

BENEFITS

Health, Dental, 401k with Matching, Vacation, and a Great Place to Work!

TO APPLY:

Submit **application** and **resume**. Process can be found at www.usdigital.com/careers

EEO/AA employer M/F/Disabled/Veteran, E-Verify Participant