JOB DESCRIPTION

PARISH: Pastoral Center **POSITION STATUS: F/T**

POSITION: Help Desk Tech Support **SCHEDULE:** **8:30 am - 4:30 pm**

CATEGORY: Non-Exempt

SUPERVISOR: Information Systems Manager

JOB SUMMARY: The Diocese of Sacramento is looking for an entry level Help Desk Support Technician. You will work closely with Information Systems Manager to provide first tier technical assistance and support related to computer systems, thin clients, hardware, software, and phone systems to internal staff at the Pastoral Center and Catholic Cemeteries. The successful candidate will manage and respond to tickets, run diagnostic programs, identify and isolate problems, and determine and implement solutions.

An excellent Help Desk Technician must have good technical knowledge and be able to communicate effectively to understand the problem and explain its solution. They must also be customer-oriented and patient to deal with clients.

ESSENTIAL FUNCTIONS:
1. Serve as first point of contact for staff seeking technical assistance.
    o Assist with education of end users.
2. Provide technical assistance and support for incoming queries and issues related to computer and phone systems, software, and hardware.
    o Respond to queries either in person or over the phone.
3. Manages tickets for customers seeking help.
    o Ask questions to determine nature of problem.
    o Walk customer through problem-solving process.
    o Follow up with customers to ensure issue has been resolved.
4. Install, modify, and repair computer hardware and software.
5. Run diagnostic programs to resolve problems.
6. Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.
7. Install computer peripherals for users.
8. Run reports to determine malfunctions that continue to occur.
9. Some local travel required.
10. Other duties as assigned.

MINIMUM QUALIFICATIONS:

Education: High school diploma or equivalent

Experience: Some experience in a help desk environment or conceptual knowledge of OSI and ITIL frameworks. Understanding of TCP/IP, DNS, and Active Directory. CompTIA A+ certification a plus.

Skills / Knowledge:
- Understanding of computer systems and technology.
- Understanding of client-side applications like Microsoft Office and other application software.

- General knowledge in managing Microsoft Servers.
- General knowledge of VMWare and virtualization.
- General knowledge of Citrix XenApp implementations.
- Excellent interpersonal skills and verbal/written communications skills are required.
- High energy and ethical standards.
- Professional temperament and appearance; ability to communicate effectively; highly detailed and organized.
- Practicing Catholic.
- Ability to type and use a computer.
- Ability to move equipment when necessary.
- Ability to work with variety of personalities with diplomacy.
- Stable work history.

_____ _____   _____ _____
EMPLOYEE SIGNATURE   DATE   SUPERVISOR SIGNATURE   DATE