Plan First Technologies
Helpdesk Technician

Title: Helpdesk Technician

Department(s): Helpdesk

Reports to: **Management**

Job Summary

Provide helpdesk support for end users.

Summary of essential job functions

- Provide level 1 support to clients

- Troubleshoot O/S, software, and hardware issues

- Answering Phones

- Entering Service Tickets

- Monitoring of management systems

- Remote support

- Simple malware removal

- Basic computer user training

- Technical Documentation

- Basic Report Creation

Minimum requirements

2+ years hands on experience in workstation repair, troubleshooting, deployment, etc.

Abilities required

- Excellent customer service skills a must

- Represent Plan First Technologies in a positive and professional manner

- Organization skills

- Valid Driver's License, reliable vehicle, current auto insurance policy, with a Good Driving Record

- Ability to work unsupervised

- Self-motivated

- Accountable

- Always willing to learn new things

- Good phone demeanor

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Additional information

HR use only	
Job code	
Generic title	Helpdesk Technician
Pay grade	Hourly
Management? (Yes/No)	No
E/NE status	
Last revised	11/19/2021