JOB DESCRIPTION

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| **TITLE:** | Helpdesk Administrator | **DATE:** | 12/2015 |
| **REPORTS TO:** | IT Director | **FLSA STATUS:** | Non-Exempt |
| **DEPARTMENT:** | IT | **MGT/SPVR:** | No |

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**SUMMARY**

Provide support to internal customers (employees) for most or all applications used, for example MS Office programs, Cap, AutoCAD, Exchange, Microsoft Dynamics CRM and AX, SharePoint, etc. Administrate the Helpdesk system, assigning requests, configuring the setup, installing upgrades and customizations to the system, and gathering statistics for publication and trends analysis. Provide back-up and eventually specialized support in various parts of the IT infrastructure. Some travel to Northern and Southern California offices is required.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

* Maintains company helpdesk support, demonstrates effective time management & documentation, analyzes productivity and areas for improvement.
* Provides assistance to employees with various technical issues via email, remote connections, phone and in-person at regional offices. Often requires extensive persistence to connect with users and must be ready to call users and make firm arrangements for access.
* Provides quick, timely assistance to users while prioritizing many different requests. Provides tactful, reassuring, firm and fair responses to urgent requests.
* Increases users’ self-sufficiency and knowledge. Whenever possible, provides guidance, written instructions, and follows-up.
* As the administrator of the helpdesk system, continually monitors the incoming requests, assigns them quickly, at the same time inputting data needed for future analysis (such as program for which help is being requested, requestor’s name and location). Follow up on all requests, even those assigned to others, to ensure timely response and resolution.
* Mined the helpdesk system data to provide statistics and trends. Creates reports and dashboards for analysis and publication.
* Following a pre-defined weekly schedule, works for a day or several hours at each regional office, to provide an IT presence at each office as well as to accomplish physical work. Communicates with the employees prior to each visit and arrives with a list of tasks and scheduled appointments.
* Manages setup, deployment, administration and support of computers for new employees, including setting up station with docking station, cables, phone, computer, etc. prior to the new employee’s first day.
* Provides new hire orientation to new hires.
* Maintains, and updates existing library of “how to” documentation, including writing new instructions as needed.
* Consistently documents solutions to issues in the IT Department’s internal library of instructions.
* Maintains a small stock of computer supplies to keep on hand, monitoring the inventory and ordering more as needed.
* Supports IT team in other projects, moves, and improvements or changes to our technology and infrastructure.
* Reads articles, books, etc. to keep current on existing and upcoming technology.

**SUPERVISORY RESPONSIBILITIES**

This job has no supervisory responsibilities.

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE**

Bachelor's degree plus at least 2 years’ experience and/or training; or equivalent combination of education and experience.  Working knowledge of networks and software used by the dealership desirable.  Help desk diagnosis and troubleshooting skills. Experience with Windows, configuring print servers, and TCP/IP networking.  Experience with WAN & VPN networks, firewalls and routers.  File server, Intranet, backup and server anti-virus and update management.  Proven track record of excellent customer service and follow-through

**LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.  Ability to write routine reports and correspondence.  Ability to speak effectively before groups of customers or employees of organization. Strong written and verbal communication skills.

**MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.  Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**REASONING ABILITY**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.  Ability to deal with problems involving several concrete variables in standardized situations.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit.  The employee frequently is required to use hands to finger, handle, or feel and talk or hear.  The employee is occasionally required to stand; walk; reach with hands and arms; and stoop, kneel, crouch, or crawl.  The employee must occasionally lift and/or move up to 50 pounds.  Specific vision abilities required by this job include close vision, and ability to adjust focus.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Equal Opportunity Employer–minorities/females/veterans/individuals with disabilities/sexual orientation/gender identity.