



JOB DESCRIPTION

IT Helpdesk Technician

REPORTS TO: IT Support Manager

EDUCATION: Associate Degree in Information Technology or demonstrated relevant experience.

EXPERIENCE:

- Proven experience in a customer-oriented environment.
- Strong technical knowledge of Microsoft and Apple products.
- Familiarity with remote access and control software.
- Proficient in computer hardware repair and application installation/maintenance.
- Working knowledge of mobile devices and associated applications.
- Ability to diagnose and resolve a broad range of general technical issues.
- Exceptional communication skills, both written and verbal.

SUMMARY:

As an IT Helpdesk Technician, you will serve as the frontline support within the IT Department at Waco Family Medicine. The IT Helpdesk Technician's primary role will be to provide prompt and efficient technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.

PRIMARY DUTIES:

- Operate as the initial contact for all IT-related concerns from company staff, either via phone or the ticketing system.
- Utilize remote troubleshooting strategies, diagnostic tools, and targeted questions to diagnose and resolve technical issues.
- Identify the most effective solution or escalation path based on the nature and specifics of the reported issues.
- Stay current on IT products or services to provide accurate and updated information to staff.
- Document all reported issues, solutions, and follow-up actions comprehensively in the ticket system.
- Communicate effectively with staff, providing timely updates on issue status and resolution.
- Relay any feedback or suggestions from staff to the appropriate teams for continual process improvement.
- Uphold the highest standards of patient confidentiality in compliance with HIPAA regulations.
- Perform other duties as assigned by the management.

PHYSICAL AND MENTAL REQUIREMENTS:

- visual and auditory accuracy
- shift length - 9 hours
- indoor setting
- frequent use of computer
- long periods of standing, sitting
- frequent use of telephone
- continuous repetitive grasping and manipulation of both hands
- continuous conversational communication
- frequent walking, bending, reaching, twisting, kneeling, squatting, climbing
- occasional exposure to mechanical and electrical conditions
- occasional carrying, lifting, pushing and pulling of up to 55 lbs
- occasionally working in noisy and confined areas
- occasional use of personal transportation
- occasional travel
- understand/carry out simple/detailed, oral/written instructions
- memorize and retain instructions
- read and interpret detailed specifications

HOW TO APPLY:

To apply online, follow this [link](#) to fill out the application form and

REVIEWED WITH EMPLOYEE:

Employee Signature

Supervisor Signature

Date