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Job Title: Helpdesk Technician L1
Reports to: Service Manager

Targeted Annual Earnings: \$40,000-\$55,000/year

Job Description:

The Helpdesk Technician L1 is responsible for handling first level support service requests in a professional and timely manner. This relates to support of all basic technology to include: workstations, servers, printers, networks, and vendor specific hardware and software.

Basic Functions:

- IT support relating to issues with network infrastructure and customer technology solutions.
- Support services relating to technical issues involving Microsoft's core business applications, as well as customer line of business applications.
- Support services for Microsoft client operating systems.
- Support for Microsoft Server related technologies: Microsoft365, Windows Server, Exchange, SQL, etc.
- Basic technical services and support at the network level: WAN and LAN connectivity, routers, firewalls, and security.
- Basic support of disaster recovery solutions.
- Remote access solution support: VPN, BOVPN, Terminal Services, etc.
- End user administration and assistance.
- Communication with customers as required: keeping them informed of incident progress, notifying them of impending changes, and agreed outages.
- Perform field technician work and project deployment (during and after business hours) on an as-needed basis.

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Additional Duties and Responsibilities:

- Fast turnaround of service tickets.
- Improve customer service, perception, and satisfaction.
- Escalate service issues that cannot be completed within agreed service levels.
- Work through a daily schedule in PSA tool that has been established through the dispatch process.
- Maintain specific knowledge of the customer and how IT relates to their business strategy and goals.
- Review relevant publications and online materials to remain up-to-date with current and future trends emerging in the industry.
- Document internal processes and procedures related to duties and responsibilities.
- Responsible for entering time and expenses in the PSA tool as they occur.
- Understand processes in the PSA tool by completing assigned training materials.
- Enter work as charge codes, activities, or service tickets in the PSA tool.
- Attend staff meetings as required.

Knowledge, Skills, and/or Abilities Required:

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.

- Advanced understanding of operating systems, business applications, printing systems, and network systems.
- Diagnosis skills of technical issues.
- Business awareness: specific knowledge of the customer and how IT relates to their business strategy and goals.
- Service awareness of all organization's key services for which support is being provided.
- Understanding of support tools, techniques, and how technology is used to provide services.
- Proficient with general office applications.
- Strong organizational, presentation, and customer service skills.
- Skill in preparing written communications and materials.
- Interpersonal skills: such as telephony skills, communication skills, active listening and customer-care.
- Ability to multi-task and adapt to changes quickly.
- Ability to work in a team and communicate effectively.
- Typing skills to ensure quick and accurate data entry.
- Self-motivated with the ability to work in a fast moving environment.

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Educational/Vocational/Previous Experience Recommendations:

- 1 year of IT Helpdesk experience.

The statements above are intended to describe the general nature and level of work being performed by people assigned to this job. Other duties may be assigned as needed.

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