



Document Control	
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Job Description	Level I Service Desk Technician
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Position Title

Level I Service Desk Technician

Description

The Level I Service Desk Technician's role is to ensure proper computer operation so that end users can accomplish business tasks. This includes receiving, prioritizing, documenting and actively resolving end user help requests and escalating incidents when considered appropriate and necessary to maintain SLA expectations. Problem resolution may involve the use of diagnostic and help request tracking tools, as well as require that the individual give in-person, hands-on help at the desktop level.

Responsibilities

- Evaluate documented resolutions and analyze trends for ways to prevent future problems.
- Alert management to emerging trends in incidents.
- Acquisition & Deployment
- Assist in software releases and roll-outs and communication to the end users.
- Operational Management
- Field incoming requests to the Service Desk via both telephone and e-mail to ensure courteous, timely and effective resolution of end user issues.
- Document all pertinent end user identification information, including name, department, contact information and nature of problem or issue.
- Build rapport and elicit problem details from service desk customers.
- Prioritize and schedule problems. Escalate problem (when required) to the appropriately experienced technician.
- Record, track and document the service desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.
- Apply diagnostic utilities to aid in troubleshooting.
- Access software updates, drivers, knowledge bases, and FAQ resources on the Internet/Intranet to aid in problem resolution.



- Identify and learn appropriate software and hardware used and supported by the organization.
- Perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications.
- Install anti-virus software and ensure virus definitions are up-to-date.
- Perform preventative maintenance, including checking and cleaning of workstations, printers, and peripherals.
- Test fixes to ensure problem has been adequately resolved.
- Perform post-resolution follow ups to help requests.
- Develop help sheets and FAQ lists for end users.
- Reinforce SLAs to manage end-user expectations.

Position Requirements

- 2 years of help desk, desk-side support or a combination of college and / or work experience.
- MCP, A+ and Network+ certifications is a huge plus.

Knowledge & Experience

- Knowledge of basic computer hardware, including but not limited to desktops, laptops and tablets
- Experience with desktop and server operating systems, including Windows 7 / 8 /10 and Server 2008 / 2012
- Extensive application support experience with Microsoft Office, CAD/CAM and ERP systems
- Familiarity with the fundamental principles of ITIL
- Exceptional written and oral communication skills.
- Exceptional interpersonal skills, with a focus on rapport-building, listening and questioning skills.
- Strong documentation skills.

Personal Attributes

- Ability to conduct research into a wide range of computing issues as required.
- Ability to absorb and retain information quickly.
- Ability to present ideas in user-friendly language.
- Highly self-motivated and directed.
- Keen attention to detail.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Exceptional customer service orientation.
- Experience working in a team-oriented, collaborative environment.

Work Conditions

- On-call availability for 15 days per month.
- Sitting for extended periods of time.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, and to handle other computer components.
- Lifting and transporting of moderately heavy objects, such as computers, devices, and peripherals.



About Linx Industries

Linx Industries, a division of DMI Companies, is North America's leading manufacturer of HVAC ductwork. Previously referred to as Lindab USA, Linx is America's single source for Lindab products. Linx operates from its manufacturing hub in Portsmouth, Virginia and employs over 100 union and support staff. Linx Industries provides the construction market with residential, commercial and industrial air distribution solutions. For more information about Linx Industries, please visit www.li-hvac.com.



SIGNATURES

I have read and understand this explanation and job description. I am expected to adhere to all company policies and to act as a role model in the adherence to company policies.

Employee Name (Print)

Employee Signature

Date

Manager's Signature

Date