

LEGAL AID SERVICES OF OKLAHOMA

JOB DESCRIPTION

JOB TITLE: IT Helpdesk Tech

DATE: January 2016

REPORTS TO: IT Director **FLSA STATUS:** Non-Exempt

LOCATION: Oklahoma City

JOB SUMMARY: Under direct supervision of IT Director and/or IT Deputy Director, assist users in resolving problems through diagnosis and discussion. Related computing environments, including computer hardware, systems software, applications software, and all configurations.

MINIMUM QUALIFICATIONS FOR CONSIDERATION:

- ❖ High school diploma/GED
- ❖ Pursuing IT training/certification/degree
- ❖ Experience working with or working knowledge of LAN/WAN/SAN environment and computer systems Microsoft Server 2003 and newer, Citrix and SQL and Cisco.

JOB SCOPE AND RESPONSIBILITIES

- Provides first-level telephone support and troubleshooting, accurately defining and diagnosing application, computer hardware- and software-related problems for all LASO staff.
- Resolves service tickets and has the ability to prioritize and escalate other issues.
- Interfaces extensively with end users of all levels on all application and desktop problems, escalating items as needed to more experienced IT personnel for root cause determination and resolution.
- Responsible for maintaining complete inventory of desktop hardware and software.
- Completes all tasks necessary to ensure that all production jobs are concluded successfully and that online systems are available during scheduled up time. Follows written and verbal procedures and guidelines to achieve this goal.
- Maintains a list of computer hardware and software vendors and emergency contacts, and serves as a liaison to resolve daily problems.
- Maintains and customizes a knowledge base to support problem resolution.
- Performs application and/or network security provisioning for all users.

- Responsible for logging problems and their resolutions and providing manager with monthly call statistics.
- Assists in set-up and testing of all new PCs and desktop applications as time permits.
- Demonstrates ability to work independently and as a team member.
- Possesses excellent communication skills and the ability to communicate positively during periods of heavy or demanding workload.
- Embrace and support the Organization's overall mission, standards, policies and procedures, and confidentiality guidelines.
- Work collaboratively with IT and departments, contributing to a team approach.
- Requires some after-hours support including weekends. On call 24x7.
- Ability to travel 10-20% of time.

PHYSICAL REQUIREMENTS

- This work is sedentary and requires the following physical activities:
- Sitting for long periods of time; occasional bending, squatting, kneeling, stooping; good finger dexterity and feeling; frequent repetitive motions; talking, hearing, and visual acuity.
- Working in cramped areas (under desks, computer storage rooms, etc.)
- Frequent lifting (up to 50 pounds of computers and peripherals).
- Driving to office locations and other sites as needed

WORKING CONDITIONS:

- Normal office environment.

NOTE: The above statements are intended to describe the general nature and level of work performed by an employee in this position. These statements are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of employees in this position. Further, understand that Oklahoma is a *Right to Work* state and no contract is offer or implied through this document.

Employee responsibility(ies): As an employee of LASO, should you lose legal driving privileges for whatever reason and/or you are charged with a felony, YOU MUST notify Operations personnel within three working days. This must be done in writing. (e-mails accepted)