PIVOT

JOB DESCRIPTION

TITLE:	Help Desk Administrator	**DATE:**	7/2021
REPORTS TO:	IT Director	**FLSA STATUS:**	Non-Exempt
DEPARTMENT:	IT	**MGT/SPVR:**	No

SUMMARY

Help Desk Superstar and self-starter who will "own" Help Desk as Admin and growth with our organization as we provide first class support to internal customers (employees).

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

Help Desk Administration

Administrate the Help desk system, assign requests, monitor SLA, follow up, be proactive, resourceful and responsible for smooth customer experience and closure of support requests. Provide accurate stats and reports for management for trend analysis purposes. Have an unstoppable mindset to get things done and improve IT as well as all aspects of Pivot.

Desktop support & IT administration

- Trains and support onboarding of new hires.
- Have a keen eye for possible improvement points.
- Stay on top of patch updates and ensure user machines are updated to close any possible security gap.

Other Duties

As a critical team member in NoCal, act as the extension of our IT Team presence and be our eyes and ears as it pertains to both our infrastructure and user environment.

Mini-projects may pop-up from time to time and may be assigned to Help Desk admin individually or to Help Desk as a team.

Provide back-up and specialized support in various parts of the IT as needed. Requires regular travel to our NoCal offices and some travel to our SoCal offices as needed.

- Supports IT team in other projects, moves, and improvements or changes to our technology and infrastructure. This may include areas such as the following:
    - Back up & disaster preparedness
    - Server & network administration
    - Security
    - Training
    - Audio-visual
    - Office moves
    - Virtual desktop technology
    - Process automation

- Takes courses to become certified in general and/or specialized IT functions as we believe in continuous learning, improvement, and growth.

Help Desk Admin 1
As Help Desk Admin 1, you'll learn about Pivot IT as well as other Pivot departments and overall business process. You'll handle the basics of assigning help desk requests, getting the proper resources to resolve the requests, and follow up to make sure our internal customers are taken care of. In addition to technical expertise (A+ cert level), best fit candidates are self-starters that don't wait for things to be assigned but proactive about tackling issues, have an unstoppable mindset to get things done.

Help Desk Admin 2 (IT Support Analyst)
As you grow to Help Desk Admin 2, you'll take on more responsibilities. You'll assist in onboarding new hires in addition to setting up their accounts and computers. You'll be responsible for some of the operational checklists such as Sunday check list, patch update completion list and others to make sure things are working correctly and securely. You'll also take on mini projects as they come up, perhaps even initiate, propose and execute them. By now you should have additional certifications such as but not limited to Server+, Network+, Microsoft Modern Desk Admin and/or others. We also want you to grow as a dynamic individual who thrives in life so pursuit of other skills such as presentation, negotiation (especially with vendors) are highly encouraged.

Help Desk Admin 3 (IT Support Engineer)
Congratulations on growing with Pivot! By now you are a Pivot Pro! You will be running Help Desk without any sweat, looking at metrics, making recommendations to management. You will also manage all the client computers using policy, automation, and other tools necessary to keep them uniform, secure, and issue free. You'll start to learn about servers and assist with some of the higher-level infrastructure related requests and projects, perhaps even initiate, propose, and execute some of them. You'll talk to vendors and manage some of them. Ideally, you'll have started certification for Microsoft server and cloud so you are continuing your growth to become a Server or Infrastructure Admin, hopefully with us!!

SUPERVISORY RESPONSIBILITIES
This job has no supervisory responsibilities.

QUALIFICATIONS
We strive to be the best. To perform this job successfully, an ideal candidate must be able to perform each essential duty not only satisfactorily but superbly. Ideal team player is a proactive go-getter and problem solver, and is able to get the job done with minimal supervision.

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 experience highly preferred; Demonstration of technical knowledge and good deductive reason skills are also highly desirable. Other pluses: Working knowledge of networks and common software. 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. Current certification holders such as A+, Network+ and others are definitely pluses.

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.