
Nevada Affordable Housing Assistance Corporation

JOB DESCRIPTION

POSITION TITLE: IT Help Desk Technician II

STATUS: Exempt / Salaried

REPORTING RELATIONSHIP: 1) Chief Information Officer 2.) CEO/COO

POSITION SUMMARY: The Help Desk Technician II is tasked with troubleshooting, remediation and monitoring of endpoint security risks that are identified in the Information Security and Safeguards Program (ISSP). The technician will perform, select, install, maintain and provide user assistance for computer and network equipment.

RESPONSIBILITIES AND DUTIES:

- Identifies, researches, and resolves technical problems of moderate complexity.
- Provides support to end users for computer, application, system, device, access and hardware and network issues.
- Documents, tracks, and monitors the problem using applicable systems and tools.
- Responds to telephone, email and online requests for technical support.
- Coordinates with other teams or departments to resolve user problems.

The duties and responsibilities described above may provide only a partial description of this position. This is not an exhaustive list of all aspects of the job. Other duties and responsibilities not outlined in this document may be added as necessary or desirable, with or without notice.

QUALIFICATIONS AND REQUIREMENTS:

- Associates degree in computer science is preferred.
- CompTIA A+ certification preferred
- Microsoft Certified Solutions Associate on Windows 10 (MCSA: Windows 10) certification preferred
- Network+ certification preferred
- Minimum 1 year experience in technical support and LAN WAN administration.
- Well-developed ability to manage multiple tasks/projects and deadlines simultaneously
- Strong organizational skills and detail orientation
- Strong verbal and written communication skills
- Ability to maintain strict confidentiality and discretion

PHYSICAL DEMANDS:

The physical demands 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 of the position.

- The individual is required to regularly sit at a computer and enter data for extended periods of time
- The individual is required to listen and talk to individuals and before groups in the performance of the job

- The individual is regularly called upon to deal with stressful situations and a high work volume
- The individual is regularly required to stand, walk and drive for extended periods of time
- The individual is occasionally required to bend, stretch and use hands to handle or feel objects, tools or controls and to reach with hands and arms
- The individual is occasionally required to lift up to 25 lbs
- The individual must also be able to position self to maintain equipment, including under tables and desks.
- Position requires some travel and scheduling flexibility

JOB DESCRIPTION ACKNOWLEDGMENT:

I have received a copy of my job description dated _____. The job description describes duties and responsibilities, which apply to me. I agree to read the job description and understand it may be amended as company conditions or requirements necessitate. In that case, changes will be communicated to me.

Employee Signature

Date

Employee Name (printed)

Date

Supervisor Signature

Date

Please keep a copy for your records
