



## JOB DESCRIPTION

**Position: Help Desk Representative**  
**Reports To: Director of Information Systems**  
**FLSA Status: Non-Exempt**

**SUMMARY:** Receives, records, and reconciles customer/end user technical questions on use and implementation of computer products in a timely and professional manner.

### **Essential Duties and Responsibilities:**

The following reflects management's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons.

- Answers incoming customer telephone calls in a courteous and professional manner.
- Assists customers/end users with questions on product installation, usage, and implementation.
- Responds to and investigates customer/end user inquiries, concerns, and issues via phone, mail, and e-mail in a timely and courteous manner.
- Answers customer inquiries and provides appropriate technical and/or product-related information.
- Researches and resolves customer complaints.
- Effectively communicates customer issues and concerns to all applicable internal staff members.
- Organizes and maintains file system; files correspondence and other records.
- Maintains working knowledge of products and/or services.
- Prepares reports and correspondence as needed.
- Manage daily backups.
- Set-up and maintain computer equipment.
- Maintain computer equipment tracking.
- Performs other duties as assigned by supervisor.

**Competencies:** To perform the job successfully, an individual should demonstrate the following competencies:

- Strives to continuously build knowledge and skills.
- Maintains confidentiality.
- Remains open to other's ideas and try new things; Shares expertise with others; Gives and welcomes feedback; Applies feedback to improve



- performance; Contributes to building a positive team spirit; Asks for and offers help when needed.
- Works ethically and with integrity.
  - Adheres to Policies and Procedures; Upholds organizational values.
  - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning decisions; Includes appropriate people in decision-making process; Makes timely decisions.
  - Measures self against standard of excellence; Demonstrates accuracy and thoroughness; Reacts well under pressure; Assesses own strengths and weaknesses; Accepts responsibility for own actions; Treats people with respect and consideration.
  - Meets productivity standards; Strives to increase productivity; Completes tasks correctly and on time; Uses time efficiently; Aligns work with strategic goals; Looks for ways to improve and promote quality; Displays orientation to profitability.
  - Observes safety and security procedures; Uses equipment and materials properly; Reports potentially unsafe conditions.
  - Is consistently at work and on time; commits to long hours of work when necessary to reach goals and get jobs completed.
  - Generates creative solutions; Translates concepts and information into images; Uses feedback to modify designs; Applies design principles; Demonstrates attention to detail.
  - Develops workable implementation plans; Communicates changes effectively; Monitors transition and evaluates results.
  - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
  - Ability to work with minimal supervision.
  - Must have thorough understanding of product construction and manufacturing processes.
  - Demonstrated knowledge of product construction and components.

**Qualifications:** 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and Experience:** Minimum of two years related experience or equivalent.

**Language Skills:** Excellent customer service skills, verbal, and written communication skills. Ability to understand and follow written and verbal instructions.



**Mathematical Skills:** Ability to add, subtract, divide, and multiply all units of measure, including fractions, whole numbers and decimals and percentages

**Reasoning Ability:** Ability to apply common sense understanding to carry out detailed but uninvolved written and oral instructions. Ability to deal with problems involving few concrete variables in standardized situations. Exceptional organizational skills required. Ability to recognize and resolve problems quickly using sound judgment and diplomacy.

**Computer Skills:** Proficiency in Microsoft Office programs including Excel, Word, and Outlook, PowerPoint, Access, ABS, and iSeries/ AS400 preferred.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to perform the essential functions of the 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, talk, use repetitive motion, type, and hear. The employee is frequently required to stand, walk, use hands and fingers to handle and feel, and reach with hands and arms. The employee is occasionally required to bend, kneel, crouch, climb stairs, and reach overhead. The employee must occasionally lift and/or move up to 40 pounds.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

I have read and understand the above job description

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Name

Signature

Date