

## **Job Description: Help Desk II**

Department: IT

Status: Full Time

Shift: Days and Swing

Supervisor Title: Service Delivery Manager

Location: Las Vegas, NV

Titles of Jobs Directly Supervised: None

### **Purpose:**

The purpose of the Help Desk agent role is to provide end user technical support services via telephone, e-mail, and in person to internal and external customers as defined in OLAs and Client SLAs. This includes adhering to all procedures related to the identification, prioritization and resolution of end user help requests.

### **Responsibilities:**

- Field incoming problem tickets from clients and internal customers to resolve application and software issues within servers, databases, and other mission-critical systems.
- Provide technical troubleshooting services to an array of internal business units and clients both locally and remotely in an on demand environment including analysis, diagnosis and resolution of complex issues and recommendation and implementation of corrective actions according to industry and company-wide best practices and standard operating procedures
- Prioritize, schedule, and administer all instances where enhancements and defect resolution are required.
- Perform hands-on fixes at the desktop, server, and database level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications.
- Record, track, and document the problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.
- Evaluate documented resolutions and analyze trends for ways to prevent repeated future problems.
- Test fixes and perform post-resolution follow-ups to ensure problems have been adequately resolved.
- Provide support for data warehouse applications and associated SQL databases
- Respond to and resolve database access and performance issues.
- Monitor database system details within the database, including stored procedures and execution time, and implement efficiency improvements.
- Strong understanding of database structures, theories, principles, and practices.
- Working technical experience with installing, configuring, and supporting SQL database servers
- Create and review Knowledge Base Articles
- Post software updates, drivers, knowledge bases, and frequently asked questions on company intranet/internet to assist in problem resolution.

- Utilize tools and available resources (ITSM systems, knowledge bases, FAQ's, vendor and industry websites) in the course of resolving issues
- Provide support for the testing of new and existing software applications under development or consideration for purchase.
- Strong abilities in the areas of troubleshooting techniques, network topologies/infrastructures, general software applications, hardware functionality and network connectivity
- Build rapport with internal and external customers
- Report to Manager of Support Services any issues/trends requiring higher-level attention/action

**Requirements:**

- Four years experience in a technical support services environment, with at least one year experience supporting client server, custom developed applications utilizing SQL databases.
- Proven experience with troubleshooting principles, methodologies, and issue resolution techniques.
- Knowledge of trends in technology relating to software applications.
- Ability to present ideas in business-friendly and user-friendly language.
- Excellent technical trouble-shooting skills
- Strong knowledge of desktop hardware and peripherals
- Working knowledge of diagnostic utilities
- Strong customer service skills
- Strong oral and written communications skills
- Strong interpersonal skills with a focus on listening and questioning skills
- Strong documentation and research skills
- Ability to absorb and retain information quickly and accurately
- Keen attention to detail
- Proven analytical and problem solving abilities
- Able to work effectively in a variety of situations with minimal direction
- Able to multi-task in a fast paced environment, strong prioritization skills
- Able to thrive in a dynamic environment
- Must be flexible and able to participate in an on call environment
- A+ certification preferred
- Experience supporting a multiple node Microsoft Exchange environment
- College degree in business administration, computer science, information technology or related discipline preferred

**Work Conditions:**

- Additional working hours as required
- On-call availability
- Sitting/standing/kneeling for extended periods of time
- Dexterity of hands and fingers to operate a computer keyboard, mouse, power tools, and other computer components

- Lifting and transporting of moderately heavy/bulky objects such as computers and peripherals
- Some travel may be required