

JOB DESCRIPTION

DATE: January 5, 2017

TITLE: Entry-Level Customer Service Technician

DEPARTMENT: Information Technology

REPORTS TO: Information Technology Manager

APPROVED BY:

PURPOSE OF POSITION: This person is responsible for care of IT customers in the day-to-day end-user support of IT hardware and software applications. This person will also assist in the day-to-day administrative needs of the IT department.

PRIMARY RESPONSIBILITIES: List those responsibilities that are considered as "Essential" first and indicate the reasons.

Responsibilities/Duties
Provides front line helpdesk and customer support for inquiries to the IT department. Troubleshoots elementary requests. Processes and prioritizes requests for services. Ensures that all phases of help desk support are properly coordinated, monitored, logged, tracked and resolved properly.
Assist in the day-to-day administrative needs of the IT department. Performs activities related to asset management, tracking and reporting for all company computer equipment and software. Establishes and maintains department filing system. Maintains directory of vendors and consultants and coordinates their use and activity.
Install, modify and make minor repairs to computer hardware and peripheral components. Load specified software packages, such as operating systems, word processing, spreadsheet programs and other organizational software packages.
Researches and analyses technology industry information from available sources including the Internet. Organizes data, maintains information and produces reports of pertinent information for IT department.
Participate in on-going education to stay abreast of current technology. Read, analyze and interpret technical journals, procedures and manuals. Attend classes, seminars and trade shows where appropriate to keep abreast of new software and hardware product developments.

JOB SPECIFICATIONS

MINIMUM EDUCATION: Two-year degree in Computer Science or related field, work experience may be substituted for educational requirements. Current IT programs certification(s) a plus.

MINIMUM EXPERIENCE:

- 2 years experience in end-user support and the installation, configuration, and maintenance of operating systems, software applications and computer hardware.
- Strong understanding of Microsoft Windows operating systems, Microsoft Office Professional .
- General knowledge of Local and Wide Area Networks (LAN/WAN's) and personal computers is required.

SKILLS:

- Excellent customer service, interpersonal, problem-solving and organizational skills; strong computer skills, Internet literacy and knowledge of industry terminology; ability to multi-task and prioritize; strong attention to detail; ability to meet deadlines; ability to deal diplomatically with others and remain calm and composed when confronted with difficult situations or individuals; ability to understand and follow directions; ability to maintain accurate records.
- Demonstrated ability to communicate in business terms as well as on a technical level, and to recognize where each type of communication is required.
- Ability to work in a complex, cross-functional team environment with minimum supervision.

WORKING CONDITIONS:

- Must be able to travel between Poulsbo and remote sites.
- May have to stoop, bend in awkward positions, lift and move computer equipment without another's assistance
- May be required to work irregular hours, evenings and weekends to assist in all aspects of IT responsibilities.

If you think you may be a good fit, please email us your resume to jobs@orminc.com

(Subject Line: **Customer Service Technician**)

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