Job Title / Status
Help Desk Administrator I

Division
Information Resources

Department
Information Technology

Accountable To
Infrastructure Manager, Information Technology

FLSA Status
Exempt

Band Level
7

Date Posted
Tuesday, September 17, 2019

Expiration Date
Friday, February 28, 2020

Job Summary
Position provides day-to-day system support activities for the organization. Serves as the initial point of contact for troubleshooting/triage, managing hardware, software, network and audio-visual equipment problems. Provides support onsite, remotely, over the phone, or via email. Responsible for providing high level satisfactory customer experience. Works to resolve support issues in a prompt and professional manner. Accountable for the Incident Management Process, which includes identification, logging, categorization, prioritization and response of helpdesk service requests. Appropriately routes issues to the next level of support personnel. Responsible for the inventory, maintenance, and repair for all company-owned laptops, printers, VoIP telephony devices, mobile devices, and audio-visual equipment. Keeps up-to-date with new Information Resource provided products and services and supports the roll-out of implemented products and services. Responsible for the development, implementation and maintenance of standard operation procedures for helpdesk activities. Identifies, analyzes and interprets trends and/or patterns in helpdesk tickets. Presents analysis for standard operating procedure and process improvement. Participates and/or facilitates helpdesk meetings with the Infrastructure team. Reports on helpdesk service request status and distributes workload as needed. Responsible for the IT portion of user onboarding which includes user access, software installations and laptop, office phone, and mobile device deployment. Performs other duties as assigned.

Job Requirements
Bachelor’s degree with one to three to years of professional and technical relevant experience; or equivalent amount of training and experience is required. Industry and vendor training and/or certifications desired. General training required (can be OJT or classroom) – installation, maintenance, and troubleshooting of computer hardware and software, networking, security, VoIP telecommunications. Cisco IP Telephony, Certified Helpdesk Technician. Advanced troubleshooting skills with Microsoft, Cisco and Apple products, services and technologies. Knowledge of server platforms considered an asset. Maintains advanced understanding of technology, including various hardware, software, networking and audio-visual technologies supported at NCSBN. Strong attention to detail. Excellent organizational skills. Ability to handle multiple projects simultaneously. Excellent oral and written communication, presentation, technical, customer service, problem solving, analytical and critical thinking skills are essential. Ability to work independently to resolve client issues and collectively in a fast-paced environment to establish a positive working rapport with all stakeholders. Ability to work on multiple assignments in a team environment. Attention to detail, multi-tasking, process mapping, and flexibility in activities is imperative. Ability to summarize and communicate complex technical information. Ability to lift at least 20 lbs. and move computer equipment such as PCs, Monitors, and Printers. Participates in an on-call rotation schedule and has ability to work varying hours. Understanding of service desk management best practices.

Interested candidates must submit their resume along with cover letter and salary requirements as soon as possible but no later than Friday, February 28, 2020 to:

Human Resources Department
National Council of State Boards of Nursing (NCSBN), Inc.
111 E. Wacker Drive, Suite 2900, Chicago, Illinois 60601
hr@ncsbn.org

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