

Job Description

Job Title: IT Service Desk Technician 2
Reports To: Supervisor – IT Service Desk
Department: IT Asset and Service Management
Division: IT

Pay Range: IT02
FLSA Status: Non-Exempt

SUMMARY: This role is responsible for achieving first-call resolution by effectively triaging, documenting, testing, reporting, and resolving moderately complex technical issues and incidents. It requires solid analytical and troubleshooting skills to address user concerns at the initial point of contact. When necessary, the position collaborates with appropriate support teams and escalates accordingly. This position also manages the tickets within the IT Service Management (ITSM) platform, ensuring timely and accurate responses are aligned with IT Service Desk standards and procedures. A key focus of this role is delivering exceptional customer service to meet and exceed user expectations.

ESSENTIAL FUNCTIONS:

1. Prioritizes and categorizes incoming requests by responding promptly to inquiries via phone, email, or chat.
2. Analyzes, prioritizes, and resolves incidents and service requests, creating and managing tickets and escalating complex issues to appropriate teams.
3. Resolves incidents effectively by collaborating with the team and other technical resources.
4. Utilizes diagnostic tools and troubleshooting techniques to promptly resolve issues via in-person and remotely.
5. Executes on-demand software installations in response to approved service requests.
6. Performs root cause analysis and implements effective solutions.
7. Creates and maintains self-service documentation and the internal (support facing) and external (end-user facing) knowledge bases.
8. Manages check-in/out of end-user hardware assets; partners with ITAM with lifecycle.
9. Participates in both one-on-one and classroom-based end user technical training.
10. Prepares standard statistical reports and assist with monitoring performance metrics.
11. Builds and maintains strong relationships with end users by ensuring timely resolution or escalation of issues.
12. Other duties may be assigned.

KNOWLEDGE, SKILLS, AND ABILITIES TO PERFORM ESSENTIAL FUNCTIONS*

Education

• High school diploma or GED	• <input checked="" type="checkbox"/> Required
• Associates degree in related field	• <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred

☒ Direct relevant experience can be substituted for education (if applicable)

- 2 years of related experience in addition to the requirements in the Experience section below.

Qualifications

• High level of customer service	• <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred
• Strong communication skills	• <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred
• Independent work habits	• <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred
• Self-motivated	• <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred
• Proactive approach	• <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred
• Strong problem solving and critical thinking skills	• <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred
• The drive to learn new and stay current on IT	• <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred

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trends	
<ul style="list-style-type: none"> Ability to maintain confidentiality regarding 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred

Experience

<ul style="list-style-type: none"> 3 years of experience in IT Service Desk or technical support area 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred
<ul style="list-style-type: none"> Intermediate to Advanced knowledge of MS Office/M365, Adobe products, and Internet browsers 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred
<ul style="list-style-type: none"> Demonstrated knowledge of ticket workflow process, and implementing service desk processes 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred
<ul style="list-style-type: none"> Intermediate to Advanced knowledge of supporting and troubleshooting Windows Operating Systems 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred
<ul style="list-style-type: none"> Working knowledge of network connectivity 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred
<ul style="list-style-type: none"> Working knowledge of Change Management 	<ul style="list-style-type: none"> <input type="checkbox"/> Required <input checked="" type="checkbox"/> Preferred
<ul style="list-style-type: none"> Experience with iOS Mobile Support 	<ul style="list-style-type: none"> <input type="checkbox"/> Required <input checked="" type="checkbox"/> Preferred

Certifications/Licenses

<ul style="list-style-type: none"> Information Technology Infrastructure Library (ITIL) 	<ul style="list-style-type: none"> <input type="checkbox"/> Required <input checked="" type="checkbox"/> Preferred
<ul style="list-style-type: none"> Microsoft Certified Professional (MCP) 	<ul style="list-style-type: none"> <input type="checkbox"/> Required <input checked="" type="checkbox"/> Preferred
<ul style="list-style-type: none"> A+ or Network + 	<ul style="list-style-type: none"> <input type="checkbox"/> Required <input checked="" type="checkbox"/> Preferred
<ul style="list-style-type: none"> Help Desk Institute (HDI) 	<ul style="list-style-type: none"> <input type="checkbox"/> Required <input checked="" type="checkbox"/> Preferred

Skills

IT Service Desk Technician 2 Skill Matrix	
Incident Management Processes	Required
Problem Diagnosis	Required
End User Training/Support	Required
Preventive maintenance	Required
Technical Troubleshooting	Required
Printer Support	Required
Reporting/Queries	Highly Desired
ITAM Experience	Highly Desired
Virtual Desktop Experience	Highly Desired
SCCM/MECM Experience	Highly Desired
Knowledge of Intune	Highly Desired

Physical Requirements* (if applicable)

<ul style="list-style-type: none"> Move up to 50lbs
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*Reasonable accommodations may be made to enable individuals with disability to perform the essential functions.

If repetitive physical movement is required to perform the essential functions of the position, please discuss with HR

DISCLAIMER: The above statements are not intended to be construed as an exhaustive list of all duties, skills and responsibilities required.