

Job Description

Job Title: Desktop Support Technician	Date: April 2022
Department: Information Technology	Type of Position: Full-Time
Location: Saint Paul, MN	Travel Required: 5 - 10% Nationwide, overnight (limited)
Reports to: Director, IT Systems & Security	

General Description

The Desktop Support Technician's role is to provide a primary point of contact for end users to receive support and maintenance for the organization's desktop computing environment. This includes installing, diagnosing, repairing, maintaining, and upgrading all PC hardware and equipment to ensure optimal workstation performance. The person will also troubleshoot problem areas (in person, by telephone, or via e-mail) in a timely and accurate fashion and provide end-user assistance where required.

Essential Job Functions

- Perform onsite and remote analysis, diagnosis, and resolution of desktop problems for end users and recommend and implement corrective solutions.
- Install, configure, test, maintain, monitor, and troubleshoot end-user workstations and related hardware and software to deliver required desktop service levels.
- Collaborate with other members of the IT Department, Software Development, and Tech Support teams and assist in other projects as needed.
- Deliver regular training and guidance on operating system or application functions to increase efficiency of end users.
- Diagnose VPN connectivity issues for end users.
- Maintain an accurate inventory of computers, monitors, and other equipment.
- Support testing and deployment of new systems and applications.
- Assist in developing detailed documentation for standard operations.
- Assist with HIPAA related security tasks

Requirements

- Advanced knowledge of Windows 10
- Strong knowledge of Microsoft Office products with a focus on Microsoft Excel, and Office 365
- Understanding of basic project management a plus
- Understanding of basic networking technologies.
- Good communication skills - both written and verbal
- Analytical and problem-solving abilities, with keen attention to detail
- Experience in a healthcare setting and HIPAA is a plus
- Technical Degree and/or certificate a plus but not required

NOTE: The above statements are intended to describe the general nature and level of work being performed by people assigned to this description. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.