



Job Description

Job Title: Help Desk Technician – Information Technology

Department: IT

Reports To: Technical Director

FLSA Status: Non-Exempt

Overview

The Bradley's Motor Company utilizes a process-driven and state-of-the-art facility to provide repair-services and products for customers that operate very large motors within the oil, chemical, and nuclear industries across the United States.

Job Description

The Help Desk Technician will help support 50+ users with up to 300+ pieces of equipment at an Electric Motor business located in Gregory, Texas. The Help Desk Technician makes timely and accurate diagnosis of computer system related problems. This role will determine if issues are hardware, software or network related and works in conjunction with our Technical Director and other groups to provide a timely resolution. Manages the help desk software and resolves issues within business SLA requirements. Provides and maintains excellent service to all users within the business while resolving support requests. The Help Desk Technician will report directly to the Technical Director.

Job Duties

- Provide technical assistance and support for incoming requests and issues related to computer systems, software, and network hardware.
- Respond to requests for service either in-person, over the phone or via e-mail within established SLA time limits.
- Develops and maintains all support documents for I.T. Department and end-users.
- Identifies and resolves any problems that affect desktop computer operating systems and troubleshoots routine problems and maintenance of systems.
- Trains employees and orients them on how to use company computer hardware and software applications.
- Maintains other relevant computer peripheral devices, such as monitors, printers, and video teleconferencing problems.
- Supports drive imaging for desktop/laptop systems using SmartDeploy/Microsoft software.
- Assists in maintaining companywide anti-virus software.
- Provides remote assistance to users by utilizing TeamViewer and RDP.

- Fully manages help desk software (ManageEngine ServiceDesk Plus) and recommends upgrades and changes to the system in order to improve tasking and reporting.
- Completes helpdesk-related projects as requested in timeframe specified.
- Occasionally network runs will be done in house to accommodate new services quickly. Must have fundamentals of planning, wiring and terminating a physical network. Cable runs may require the use of a Genie Boom lift and a safety harness.

Expectation of Personal Strengths

- While training will most definitely be available for our more advanced requests, the ideal Candidate is expected to be able to "hit the ground running" on the more simple or routine support requests that are generated day to day such as software installation or basic computer/network diagnostics and repair.
- Looking for an applicant that is highly self-motivated, confident in their abilities, a "Google Ninja" type self-researcher and are ultimately comfortable working independently most of the time.
- In-person demonstration of skills will be required during interview process.
- Microsoft SharePoint experience a plus, but not required.
- Critical thinker/problem solver with good judgement and decision-making skills
- Ability to handle multiple tasks/projects and meet deadlines
- Professionalism, accuracy and extreme attention to detail.
- Ability to work in a busy, demanding office environment

Education & Work Experience

- Two years of Information Technology coursework; networking, hardware, and software technology or verifiable certifications will also be accepted.
- At least one year professional I.T. experience required

Physical Requirements

- Normal physical activity includes frequent sitting, occasional standing and walking in a usual workday
- Requires occasional lifting and carrying objects such as office supplies, paper, etc.
- Requires occasional pulling or pushing of filing cabinet drawers with occasional bending, stooping, squatting, kneeling, and reaching above shoulder level
- Requires employee to use hands, arms, feet, legs, neck and head while performing various tasks
- Requires hearing, seeing and touching to perform various job duties
- Requires extensive speaking with staff and clients