



POSITION DESCRIPTION

Position Title: IT Help Desk Technician
Reports to: VP of Corporate Information Technology
Department: Information Technology
Location: Washington, DC and Ashburn, VA

Position Summary:

Self-motivated individual to provide on-site and remote desktop technical support at both our headquarters in Washington, DC as well as our data centers in Northern Virginia. Must be able to identify, research and resolve user issues in a timely manner and support users in a cloud-based environment.

Responsibilities and Duties:

- Respond promptly to employee requests for IT support
- Perform desk-side, phone, remote and site support for our corporate employees and our data center field team
- Identify complex problems and review related information to develop, implement and evaluate solutions
- Install, configure, maintain and troubleshoot end-user workstations and related hardware
- Contact hardware/software tech support to aid in correcting end-user issues
- Develop training materials or train employees in the proper use of hardware or software
- Install and configure Microsoft Office 365, Windows 10 operating system, cloud-based and other third-party software
- Monitor and apply the latest patches and updates for the operating system and other software
- Document internal procedures
- Maintain accurate hardware inventory
- Delivery, setup and networking of printers
- Perform routine preventive maintenance related to all hardware and software
- Create new user accounts in active directory, phones systems, scanners, and third-party applications
- Program and activate employee cell phones
- Check server logs and verify backups
- Analyze user needs and software requirements to determine feasibility of design within time and cost constraints
- Adhere to company safety standards and help promote a safe working environment for office and field employees, subcontractors and clients
- Adhere to and promote the core values of CloudHQ.

Position Standards:

- Team Player
- Attention to Detail
- Positive Attitude
- Self-Starter with Independent Problem-solving Skills
- Ability to Prioritize
- Strong Communication Skills (written and verbal)

Position Requirements:

- Minimum of 1-3 years of technical support experience, education, certifications, or a combination
- College degree preferred
- Desire to learn and motivation to excel in a customer-centric environment
- Valid driver's license and available transportation for support of remote facilities
- Experience and/or education in computer networking, PC/Mac environments, server support, phone system administration, Cisco hardware, Exchange, and cloud environments are highly desired
- Excellent user support skills
- Experience with Microsoft software products, desktops, laptops, printers and cell phones
- Availability for on-call or weekend/after-hour activities
- Continuous self-learning of new technology expected

Acknowledgement:

I have received and understand the responsibilities as outlined above:

Employee Signature Date

Manager Signature Date