



Code: 2495

Title: Help Desk Technician

Location: Van Nuys, CA (Los Angeles area)

Department: Information Technology

Description: Provides quality support to information technology users, employing a high degree of customer service, technical expertise, and timeliness by providing first level assistance for defined problems, escalating trouble tickets as necessary, tracking calls and entering solutions into a tracking database, and following through on a resolution with users. This position provides support services between the hours of 8:00 am to 5:00 pm on Monday through Friday. This position also has departmental documentation responsibilities.

Responsibilities:

The responsibilities listed below are representative of the nature and level of work assigned and are not necessarily all-inclusive:

- Serving as the first point of contact for customers seeking technical assistance over the phone or email and determining the best solution based on the issue and details provided by customers
- Performing remote troubleshooting through diagnostic techniques and pertinent questions
- Triage trouble tickets from the HemaCare Helpdesk and Helpline. Tracks unresolved problem tickets by monitoring open tickets in the database on a daily basis, escalating them to when necessary and making follow-up status calls.
- Determines source of the problem by interviewing the user, reviewing procedures and actions taken by the user, instructing the user to perform diagnostic procedures.
- Provides accurate solutions to user problems by using solutions databases, maintaining and using the Help Desk Resource Database, and keeping current on all systems.
- Dispatches and performs desk-side support by identifying problems that require a desk-side visit, maintaining and using the Help Desk Resource Database, adhering to established paging and dispatching guidelines.
- Acquires and maintains technical knowledge of current business systems and technology trends, reviewing professional and technical publications, and taking advantage of available course offerings as directed by management.
- Facilitates communication of system events by notifying users and I/S Team members via group e-mails and phone recordings.
- Maintains and distributes daily system outage report.



- Write or support efforts to generate technical documentation: user guides, application primers, systems documents and IT Policies and Procedures.
- Facilitate technology rollouts -- new hardware and applications and existing application upgrades -- by notifying information technology users and providing orientation and support.
- Maintain Asset (Hardware and Software) Tracking System.
- Assists with security administration by verifying user identity, resuming or assigning passwords.
- Maintains client confidence and protects operations by keeping information confidential.
- Contributes to team effort by accomplishing any other related results as needed.
- Evaluate problems that occur with software applications and printers, and use the best judgment to correct them.

Supervisory Responsibilities This position does not have supervisory responsibilities.

Requirements:

- Proficient use of Microsoft Office products including Word, Excel, Outlook, and PowerPoint.
- Ability to quickly learn new software programs as needed.
- Familiarity with Windows 10 and Mac IOS 10
- Good understanding of computer systems, mobile devices, and other tech products.
- Excellent interpersonal skills.
- Telephone etiquette skills.
- Ability to work under stress.
- Ability to prioritize and manage multiple tasks with minimal direction.
- Ability to mentor and teach others.
- Excellent organizational skills.
- Takes the initiative and works independently.
- Exhibits discretion, professionalism, confidentiality, and projects a professional demeanor to employees and customers.
- Able to read, interpret, and understand the company and industry manuals and compliance standards such as Standard Operation Procedure manuals, Current Good Manufacturing Practices, FDA and AABB regulations.
- Communicates effectively, both in written and spoken skills to all levels of staff.
- Comprehends and efficiently executes simple to complex instructions that are issued orally or in writing.



- Able to transport boxes weighing up to 50 pounds, such as computer paper or supply boxes.
- Standard physical requirements include (but are not limited to) the ability to conduct the following activities:
- Understand documentation and recognize discrepancies

Education, Experience and Licensure

- Associates or Bachelor's degree is preferred.
- 2-3 years of extensive PC experience.
- A broad range of telecommunications, network, and desktop knowledge.
- Familiarity with common business systems and software

Pay Range: BOE

Posted Date: 12/20/2018

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