



HARWOOD
INTERNATIONAL

HARWOOD INTERNATIONAL CAREERS

IT Help Desk

Summary

The primary duties of the IT Help Desk role will be to maintain and monitor end-user workstations and productivity on local area network; Performs a variety of maintenance, software installations, end-user support and training tasks to ensure end-user workstations and network performance meet company and user requirements; Provide support to staff on all company-supported applications; Troubleshoot computer problems, determine source and advise on appropriate action; Complete application project-based work; Perform responsibilities in accordance with all company standards, policies and procedures.

Classification

Exempt/Salaried

Essential Functions

Job Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Administers end-user workstations and supports end-user activities utilizing TCP/IP on a primarily Microsoft Windows-based local area network (LAN).
- Investigates user problems and identifies their source, determines possible solutions, tests and implements solutions.
- Installs, configures and maintains personal computers, Windows networks, Apple workstations, file servers, network cabling and other related equipment, devices and systems; adds or upgrades and configures disk drives, printers and related equipment.
- Performs and/or oversees software and application installation and upgrades.
- Maintains site licenses for department/organization.
- Plans and implements network security, including maintaining firewalls, configuring VPN, managing host security, file permissions, file system integrity and adding and deleting users.
- Troubleshoots networks, systems and applications to identify and correct malfunctions and other operational difficulties.
- Develops and conducts various training and instruction for system users on operating systems and other applications; Assists users in maximizing use of networks and computing systems.
- Maintains confidentiality with regard to the information being processed, stored or accessed by the end-users on the network.
- Assists associates of other departments as a computer resource.
- Provides computer orientation to new and existing company staff.

Competencies

- Adaptability / Flexibility
- Decision making / judgment
- Job Knowledge

- Managing Technology
- Problem Solving / Analysis
- Results Focus
- Sense of Urgency
- Team Support
- Technical Skills
- Communication
- Personal Organization

Supervisory Responsibility

No

Work Environment

This job operates in a clerical, office setting. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Position Type and Expected Hours of Work

This is a full-time position; typical work hours and days are Monday through Friday, 8:30 a.m. to 5:30 p.m. May be some flexibility in hours required.

Required Education & Experience

- Minimum Associate's Degree in related field or equivalent
- 2-4 years of help desk, networking experience, or equivalent applicable work experience
- Ability to communicate technical information to non-technical personnel
- Ability to install, configure and maintain personal computers, networks and related hardware and software
- Knowledge of computer and/or network security systems, applications, procedures and techniques
- Ability to identify and resolve computer system malfunctions and operations problems
- Ability to learn and support new systems and applications

Work Authorization/Clearance

Offers of employment are contingent upon satisfactorily passing the pre-hire background screening and will also take into account the results of any reference checks, behavioral interview results, and/or pre-hire tests or profiles.

AAP/EEO Statement

Harwood is committed to equal employment opportunity and will not discriminate against Associates or applicants in any terms and conditions of employment on the basis of any legally-recognized basis (protected classes) included but not limited to: age, race, color, religion, genetic information, sex, national origin, disability, ancestry, creed, marital status, sexual orientation, or any other protected class under federal, state or local law. This non-discrimination policy extends to all terms, conditions and privileges of employment as well as the use of all Company facilities, participation in all Company-sponsored activities, and all employment actions, such as promotions, compensation, training, benefits and termination of employment.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, schedules, work hours, responsibilities and other work activities may change at any time with or without notice.

Please email your resume to nrungruangphol@harwoodinc.com