



POSITION AVAILABLE
Help Desk Technician
(Starting Salary: \$15.15 - \$17.42/hour DOE)

POSITION TITLE: Help Desk Technician
FLSA STATUS: Non-Exempt
REPORTS TO: Information and Technology Director
JOB PURPOSE: Provide technical support to non-technical staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Responds to requests for technical support in person, by phone, and electronically.
- Diagnoses and resolves or escalates technical issues, as appropriate.
- Follows standard help desk procedures.
- Logs all help desk requests.
- Appropriately identifies and escalates issues requiring urgent attention.
- Provides technical training to staff members as needed.
- Maintains familiarity with and handles client information in accordance with Federal Regulations (42 CFR, Part 2), the Revised Code of Washington (RCW 71.05.390 and RCW 71.24), and other applicable laws pertaining to confidentiality of client and staff information.
- Maintains physical security of confidential materials and assigned Agency property.
- Participates in Agency's Performance Improvement program.

SECONDARY DUTIES AND RESPONSIBILITIES:

- Creates or improves self-help documentation for staff, when appropriate.
- Creates or improves documentation of the Information Systems department's procedures.

PERFORMANCE EXPECTATIONS:

- Responds to help requests in a timely fashion.
- Assesses urgency and routes Help Desk tickets to appropriate staff members.

REQUIRED EDUCATION, LICENSE(S), CERTIFICATION, AND EXPERIENCE:

Education: Working knowledge of relevant software, hardware, and other equipment.

Experience: 2 year degree or equivalent work experience.

KNOWLEDGE, SKILLS, AND ABILITIES:

Essential:

- Efficiency in Microsoft Windows 7 and 10.
- Efficiency in Microsoft Office 2010 and 2016 (i.e, Word, Excel, Outlook, PowerPoint, Publisher, etc.)
- Excellent oral and written communication skills.
- Easily adapts to change and all situations.
- Excellent attention to detail.

Preferred:

- Efficiency in Microsoft Windows Server 2008, 2012, and 2016.
- Knowledge of Help Desk ticketing software (i.e. Spiceworks).
- Knowledge of Remote Support software (i.e. Dameware).

NATURE AND SCOPE:

Physical Demands:

- Operates a computer and phone simultaneously.
- Medium physical effort; lift up to 25lbs occasionally and 50lbs rarely.
- Occasional standing and walking.
- Prolonged sitting at a desk with a computer.

Cognitive Skills:

- Advanced learning skills.
- Advanced problem analysis skills.
- Advanced problem solving skills.

Working Environment:

- May be exposed to infections and contagious diseases.
- May be exposed to patients exhibiting assaultive behaviors.
- Works in a clean, well-lighted, and ventilated office.

Working Demands:

- Frequent pressure due to schedule demands.
- Contact with patients under a wide variety of circumstances.
- Subject to varying and unpredictable situations.

Principal Challenges:

- Providing excellent customer support to fellow employees.
- Identifying trends in technical support requests and recommending process improvements.

Closing Date

- Open until filled

To apply, forward resume and cover letter to:

Amanda Hill, Human Resources Specialist
Peninsula Behavioral Health
118 E. 8th Street
Port Angeles, WA 98362
Or,
employment@peninsulabehavioral.org
or apply at www.peninsulabehavioral.org

(Equal Opportunity Employer)

NOTICE

The above job announcement is meant to describe the general nature and level of work being performed. It is not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required for the position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor in compliance with Federal and State Laws.

Requirements are representative of minimum levels of knowledge, skills, and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently. Job requirements may be subject to possible modification to reasonably accommodate individuals with disabilities.