



Position Title		Division
Help Desk Specialist		Information Technology
Reports To:	Department	Date
Vice President, Project Management	Information Technology	March 2018
Supervises	FLSA	Revised
N/A	Nonexempt	

GENERAL SUMMARY

The Help Desk Specialist will be responsible for providing basic technical assistance and routing for incoming queries and issues related to computer systems, applications, and security. The Help Desk Specialist will serve as the centralized facilitator for supporting various department(s) and functional areas.

Under general supervision, but following established policies and procedures, the Help Desk Specialist will be responsible for providing support to employees on the phone, via email, and in person.

This position requires accurate documentation, tracking, routing and monitoring of any issues to ensure a timely resolution. A demonstrated understanding of the Navigant values and expectations for customer support and satisfaction are fundamental to the success of the Help Desk specialist.

MAJOR RESPONSIBILITIES *(in descending order of importance)*

1. Provide excellent customer service as the first line of contact to the back office.
2. Log and Track any support calls or issues in the internal tracking system.
3. Prioritize and escalate issues as required to ensure timely resolution while adhering to departmental SLA's.
4. Identify trends in support calls and develop documentation to address frequently reported problems and issues. Notify management of increasing trends, unusual activity or repeated activity.
5. Establish good working rapport and creditability with other employees. Possesses the ability to work independently and also add value in a team environment by being a complimentary member of the team.
6. Represents the Credit Union in a professional manner while maintaining positive customer relations.
7. Utilizes experience-based knowledge to resolve customer (internal) problems by explaining specific policies and products and/or software capabilities.
8. Assist with the development and testing of newly designed products for operational integrity and functionality.
9. Provide support on special projects to help drive the organization's mission.

10. Provide a differentiating experience to internal customers by adhering to the values and approaches of ‘Delight your Customer’.

QUALIFICATIONS:

Education

High school diploma or equivalent (GED) education required. AA degree or some college coursework preferred.

Experience/Skills/Knowledge:

1. Minimum of 4-5 years experience in Customer Service preferably in a credit union or financial institution.
2. Excellent organizational, analytical and problem-solving skills.
3. Ability to conduct presentations and training programs.
4. Ability to handle multiple projects/priorities simultaneously with an effective outcome.
5. Ability to deal with highly confidential information. Must possess strong service orientation skills.
6. Excellent verbal, written, telephone and interpersonal communication skills.
7. PC proficient, including Microsoft Office (Word, Excel, PowerPoint, Outlook) and the Internet.
8. Ability to work/learn independently.
9. Ability to function in a commercial office environment and utilize standard office equipment including but not limited to: fax, copier, telephone, etc. Some travel required. Ability to lift a minimum of 25lbs. e.g. file boxes

GENERAL DESCRIPTION:

In terms of physical requirements, this position requires work best described as:

- Sedentary Light Medium Heavy Very Heavy

PHYSICAL TASKS:

- Standing/Walking/Bending/Stooping – Continuous.
- Hearing - Ability to receive information through oral communication (face to face and telephone). - Continuous
- Talking - Expressing or exchanging ideas by means of the spoken word (face to face and telephone). – Continuous
- Reading – Ability to receive information through fax, e-mail and text messages – Continuous

AUDIO / VISUAL:

- Requires vision to perform work dealing with data and figures and computer screens. -Continuous
- Requires ability to prepare and execute presentations, training programs and seminars.-Continuous

PSYCHOLOGICAL/MENTAL DEMANDS:

- Responds positively and productively to stressful internal (employee)/situations. - Continuous
- Assists others to work harmoniously and effectively as part of a work team. – Continuous

Employee’s Signature	_____	Date	_____
Manager’s Signature	_____	Date	_____
Human Resources’ Signature	_____	Date	_____

