



**Job Title:** Workstation Specialist  
**Department:** Information Technology  
**Reports To:** Information Technology Manager  
**FLSA Status:** Non-Exempt

**Summary:** Under the direction of the Information Technology Manager, provides tier one and tier two helpdesk support for all end user technology. Responds to customer requests by phone, e-mail, or in person while providing a positive customer service experience. Documents and tracks issue to resolution using Help Desk software and other tools as necessary.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Champions customer support through positive interaction and advocacy of all end-user issues from initial contact through resolution.
- Provides tier one support including answering phones, documenting tickets, problem routing, dispatching, end-user training, and basic troubleshooting for end-user devices.
- Provide tier two support including advanced device troubleshooting, problem escalation, work order management spare inventory management, PC imaging, device setup, backup support, and documentation.
- Actively participates in departmental projects and initiatives.
- Provides setup and configuration of computing peripherals.
- Troubleshoots computer and peripheral issues and provides hardware replacement, cleaning or repair as needed.
- Assists with the Network backup and maintenance and scheduling.
- Maintains compliance with software licensing and inventory.
- Answers and responds to Help Desk calls and logs name, department, contact and issue(s).
- Performs post-resolution and follow-up to Help Desk calls.
- Works closely with both the technical and non-technical staff and is required to communicate effectively with both.
- Solves, or assists help desk representatives in solving, non-routine or complex software, hardware, and procedure problems.
- Analyzes help desk activity and makes recommendations for changes in help desk procedures and systems to upper management.
- Confers with staff, computer users, supervisors, and managers to determine requirements for new or modified software and hardware.
- Maintains an accurate inventory of computer hardware and software.
- Authors, assists and/or edit analyst documents – Process Maps, Business Requirements, Business Rules, User Stories, User Flows and Acceptance Tests.
- Develops and maintains a 'master schedule' for prioritized small projects, establish recourse assignments, development, QA testing and implementation/release dates.
- Installs upgrades and configures network printing, directory structures, rights, security, software and files services.
- Provides users with network technical support.
- Responds to needs and questions of users concerning their access of network resources.
- Installs and tests necessary software and hardware.
- Delivers, tags, sets up and assists in the configuration of end-user PC desktop hardware, software and peripherals.

- Diagnoses and resolves end-user network or local printer problems, PC hardware problems and mainframe, e-mail, Internet, dial-in and local-area network access problems.
- Coordinates timely repair of PC computer equipment covered by third-party vendor maintenance agreements.
- Performs minor desktop hardware repair for PC computer equipment and peripherals that are not covered by third-party vendor maintenance agreements.
- Assists Network Technicians in creating materials for end-user frequently asked questions (FAQs).

**Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience**

Two-year degree in related field preferred; or two plus years related experience and/or training in a corporate IT environment; or equivalent combination of education and experience.

**Certificates, Licenses, Registrations**

A+, Network+, Security+, ITIL, Microsoft or other industry standard certifications are preferred, but not required.

**Other Skills and Abilities**

- Strong internal personal skills with a customer service focus.
- Self-motivated with the ability to work in a team environment with little supervision.
- Ability to handle multiple projects, tasks and changing priorities.