

Date completed/ revised: DD/MM/YYYY

Position Details

Title	Internal Help Desk Technician
Reports To	Insert title, not individual's name
Department	IT
Position Status	<input type="checkbox"/> Employee <input type="checkbox"/> Contractor <input type="checkbox"/> Consultant <input type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time <input type="checkbox"/> On-going <input type="checkbox"/> Term Term End Date (if applicable): DD/MM/YYYY
Eligible for Benefits	<input type="checkbox"/> Yes <input type="checkbox"/> No Comments if applicable
Overtime Exemption Status	<input type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt
Variable Compensation	<input type="checkbox"/> Bonus <input type="checkbox"/> Commission <input type="checkbox"/> Shift Premium <input type="checkbox"/> Car Allowance <input type="checkbox"/> Not applicable
Hours per Week	Insert actual expected hours of work per week, excluding breaks or lunch/week
Location	
Job Classification	CUSTOMIZER: If classifications have been established, insert job categories. Below shows an example. Otherwise, delete this row <input type="checkbox"/> Clerical <input type="checkbox"/> Administrator <input type="checkbox"/> Coordinator <input type="checkbox"/> Manager <input type="checkbox"/> Director <input type="checkbox"/> VP
Salary Range	Insert salary range, or insert: "As per Job Classification"
Direct Reports	As of DD/MM/YYYY but subject to change, position is responsible for Insert number direct reports, as follows: ♦ Title. Insert additional bullets as required <input type="checkbox"/> Not Applicable



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- b. Responds, troubleshoots, diagnoses and finds solutions to staff software and hardware issues.
- c. Creates accounts and configures hardware for new users as part of the on-boarding process.
- d. Manages desktop and mobile device upgrade cycles.
- e. Trains users on new hardware and software.

2. IT Support Example 70%

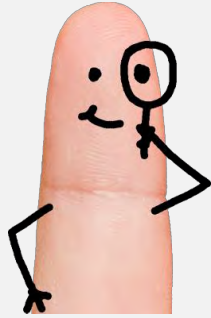
- a. Installs and configures computer hardware, software, systems, networks, printers, scanners and copiers.
- b. Monitors and maintains computer systems and networks.
- c. Repairs and replaces equipment as necessary.
- d. Tests new technology.
- e. First-run installations and regular updates of all software.
- f. Supports audio and video equipment in conference rooms.
- g. Manages and monitors technology assets to ensure accurate inventory records.
- h. Ensures security policies and protocols are followed.
- i. Creates IT documentation.

3. Insert high-level responsibility Example 20%

- a. List key tasks associated with that responsibility
- b.
- c.
- d.

Job-Related Technical Skills

Skills	Proficient	Experience with	Familiar with
Windows 7, Mac OS X, Google Collaboration Apps and Office 365	x		
Active Directory maintenance and Exchange 2007 & 2010	x		
Mac and PC hardware, Printers, scanners, computer peripherals, Mobile devices (iOS, Android)	x		
Client PC connectivity - ethernet, TCP/IP and VPN		x	



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PROBLEM SOLVING

- ◆ Assesses challenges to identify causes.
- ◆ Gathers and processes relevant information.
- ◆ Generates creative solutions and finds a way to make it work.
- ◆ Makes recommendations and/or resolves the situation.
- ◆ Acknowledges when one doesn't know something and takes steps to find the answer.

CONTINUOUS LEARNING

- ◆ Demonstrates desire and drive to acquire knowledge and skills necessary to perform job more effectively.
- ◆ Takes responsibility for one's own development.
- ◆ Stays up to date on relevant trends, industry, technology, tools, and best practices.
- ◆ Continuously looks for ways to connect with subject matter experts and networks to expand job capabilities.

ATTENTION TO DETAILS

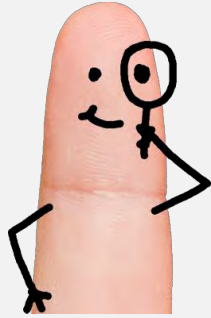
- ◆ Thoroughly accomplishes tasks with the utmost attention placed on accuracy in all areas involved, no matter how small.
- ◆ Monitors and double checks information to produce consistently error-free work.
- ◆ Adheres to procedures and standards.
- ◆ Possesses a strong ability to focus on tasks and priorities amidst continuous distractions.

FLEXIBILITY / ADAPTABILITY

- ◆ Adjusts own behaviors to work successfully in light of new information, and/or changing direction and environments.
- ◆ Is willing to adapt and do what is necessary to get the desired results.
- ◆ Remains positive when faced with unexpected events.
- ◆ Adapts well to, and supports change.
- ◆ Accepts changing priorities and direction.

CUSTOMER FOCUS

- ◆ Considers internal and external service stakeholders as 'customers'.
- ◆ Develops and maintains strong relationships with customers.
- ◆ Focuses efforts on discovering and meeting customer needs.



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Acknowledgement

Accepted and agreed to by:

EMPLOYEE

Employee Name	
Signature	Date

MANAGER APPROVAL

Manager Name	Manager Title
Signature	Date

NEXT LEVEL APPROVAL

All job descriptions require approval by CUSTOMIZER: Insert approval position level 1. Example: Department VP, or delete this section if not applicable.

Name	Title
Signature	Date

HR APPROVAL

All positions require review and approval by HR CUSTOMIZER: Insert HR approval level. Example: HR Manager, or delete this section if not applicable.

Name	Title
Signature	Date