HR Toolkit™
FOR SMALL BUSINESS & HR CONSULTANTS

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	☐ Employee ☐ Contractor ☐ Consultant ☐ Full-Time ☐ Part-Time ☐ On-going ☐ Term Term End Date (if applicable): DD/MM/YYYY
Eligible for Benefits	☐ Yes ☐ No Comments if applicable
Overtime Exemption Status	☐ Exempt ☐ Non-Exempt
Variable Compensation	☐ Bonus ☐ Commission ☐ Shift Premium ☐ Car Allowance ☐ 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 ☐ Clerical ☐ Administrator ☐ Coordinator ☐ Manager ☐ Director ☐ 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 ☐ Not Applicable

This template is included in the ConnectsUs HR™ Toolkits.

HR Toolkit™
FOR SMALL BUSINESS

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FOR HR CONSULTANTS

Set up your HR Department	Create HR for Clients
A complete HR Toolkit for small business to create and maintain your HR fundamentals.	HR Toolkit for Small Business, but made for HR consultants with the following differences:

Set up your HR Department

A complete HR Toolkit for small business to create and maintain your HR fundamentals.

Create your HR materials

- 260+ premium templates to create contracts, employee manuals, forms, spreadsheets and manager guides

- Download your HR folders

- Identify your HR priorities

- 22 HR topics

- Create HR intranet

Support your HR Function

- COVID-19 Portal

- Legislation Portal

- Remote Workforce Portal

- Mental Health Portal

- Diversity & Inclusion Portal

- Weekly updates, email notifications

- Help & support. With real humans!

Create HR for Clients

HR Toolkit for Small Business, but made for HR consultants with the following differences:

- Special licensing for use with clients

- Additional module + additional download of pre-assembled folders and templates to create your own master HR toolkit to re-use for new clients

- Pricing.

Document Owner: HR

Last Updated: <insert date>

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 / ADAPTATBILITY

- 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

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Document Owner: HR

Last Updated: <insert date>