

Position Title

Helpdesk Support Specialist
Department: Information Services
Location: Tacoma, WA
Reporting Relationship:
Direct Reports:
FSLA: Non-Exempt
FTE: 1
Salary: \$45,000 - \$60,000 DOE

Position Summary

The Helpdesk Support Specialist serves as the first point of contact for team members seeking technical assistance over the phone, by email, by text, and in person. This position provides technical support and problem resolution to a distributed workforce of approximately 110 users across 3 office locations, mobile users, and team members working from home.

Essential Duties & Responsibilities

- Provide Tier 1 helpdesk support, both remotely and in-person, to our team members (approximately 110 users with computers and mobile devices) primarily focusing on problem resolution, troubleshooting, and daily administration tasks.
- Determine best solution based on issues presented and details provided.
- Direct unresolved issues to the next level of support personnel as needed
- Research and provide accurate information on IT products or services.
- Record events and problems and their resolution in tickets and logs.
- Follow-up and update client status and information.
- Pass on feedback to the appropriate internal team
- Identify and suggest possible procedural improvements.
- Procure and deploy technology equipment to team members as needed.
- Engage in a “culture of compliance” for HIPAA related data privacy

Technical support in the following specific areas:

- GSuite
- Microsoft Office, O365
- Networking / Internet connectivity
- Zoom
- Remote assistance tools

- Hardware/software issues
- Mobile devices
- Printing
- File management
- System deployment
- Backups
- User Account Management

Required Qualifications

- Proven experience as a help desk technician, desktop support, or other technology-related customer support role
- An understanding of networking and computer systems at least at the level of A+ and Network+ certifications
- Experience managing user accounts across multiple systems
- Knowledge of office automation products (printing, scanning, faxing, copying)
- Ability to diagnose and resolve basic technical issues
- Proficiency in English
- Certifications and/or degree in Information Technology, Computer Information Systems, or similar relevant field

Preferred Experience

- Experience with imaging and deployment solutions
- Familiarity with Healthcare / HIPAA environment
- Familiarity with Ubiquiti networking equipment and wi-fi
- Familiarity with VoIP phone systems
- Basic firewall and web gateway administration
- Methodical, courteous approach to troubleshooting.
- Excellent time management/prioritization skills.
- Ability to “think on your feet” and react positively to given situations.
- Commitment to both individual and team achievement and performance.
- Excellent communication and client liaison skills.

Job Conditions

TBD

Acknowledgement

This document is intended to describe the essential functions/competencies and requirements of this job. It may not be all-inclusive. HopeSparks retains the right to change it as needed. If job functions change substantively, the job description will be updated. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship. I have read and I understand this description of my job.

Benefits

HopeSparks offers full benefits to all team members working 30 or more hours per week. Benefits include medical, dental, vision, Life, Long Term Disability, 403b retirement, 9 paid holidays and generous PTO accrual.

Application Process

Interested candidates should submit a letter of interest and resume to:

HR@HopeSparks.org

This position will adhere to all confidentiality guidelines as outlined by HIPAA and the Office of Civil Rights. This highest degree of confidentiality is required at all times.

HopeSparks is an Equal Opportunity Employer and does not discriminate against any persons on the basis of race, color, creed, religion, national origin, gender, sexual orientation, age, marital status, disability, or status as a veteran.