

**Oklahoma Farm Bureau & Affiliated Companies
Job Description**

Job Title: Help Desk Technician, Level 1		Department: Information Systems	
Accountable to: Help Desk Manager		Issued: 05/2017	Revised: 6/2019
WC Code:	Type of position: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Intern <input type="checkbox"/> Seasonal	FLSA: <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt	Position Details: <input checked="" type="checkbox"/> Individual Contributor <input type="checkbox"/> Supervisor/Manager (direct reports)

Primary Purpose: Plans, coordinates, and implements various Help Desk activities and functions by performing the following duties.

Essential Duties and Responsibilities

1. Sets up computers. Prepares system build checklists and delivery reports for all computers.
2. Participates in the Help Desk call center. Troubleshoots software, hardware, and printer related issues. Uses the Help Desk ticketing software, KACE, to document all support issues and log all calls.
3. Installs hardware and software on computers as needed.
4. Helps maintain up to date information in Active Directory.
5. Helps with computer operations, including but not limited to, running mainframe jobs and printing.
6. Coordinate with other departments regarding special computer projects, new equipment replacements, etc.
7. Adds Knowledgebase articles in KACE
8. Participates in weekly after hours/on call rotation. Responsible for answering support calls and emails between 5:00pm and 7:30am Monday through Friday plus all day Saturday and Sunday. Must respond to emails and missed phone calls within 20 minutes.

Additional Duties and Responsibilities

1. Performs other duties as assigned.
2. Supports the organization's quality program(s).

Competencies

1. To perform the job successfully, an individual should demonstrate the following competencies:
2. Customer Service - Responds promptly to customer needs; Responds to requests for service and assistance.
3. Interpersonal Skills - Maintains confidentiality; Keeps emotions under control.
4. Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

5. Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
6. Diversity - Shows respect and sensitivity for cultural differences; Promotes a harassment-free environment.
7. Ethics - Treats people with respect; Works with integrity and ethically; Upholds organizational values.
8. Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time.
9. Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Includes appropriate people in decision-making process.
10. Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently.
11. Professionalism - Approaches others in a tactful manner; Treats others with respect and consideration regardless of their status or position.
12. Adaptability - Adapts to changes in the work environment; Able to deal with frequent change, delays, or unexpected events.
13. Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below 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

Associate degree (A. A.) or equivalent from two-year college or technical school; and/or any related experience and/or training; or equivalent combination of education and experience. Apple Computer experience required.

Skills & Knowledge

- Strong understanding in one of the following areas: workers' compensation, liability and disability claims management
- Working knowledge of common operating systems and software applications.
- Excellent account rounding ability
- Excellent oral and written communication, including presentation skills
- PC literate, including Microsoft Office products
- Analytical and interpretive skills
- Strong organizational skills
- Excellent interpersonal skills
- Excellent negotiation and facilitation skills
- Ability to work in a team environment
- Ability to handle conflict and confront challenging issues in a fast work environment
- Ability to meet or exceed Performance Competencies
- Worker is expected to maintain regular attendance.

WORK ENVIRONMENT

The employee will work in an office environment. The noise level in the work environment varies from quiet to moderate.

Mental: Clear and conceptual thinking ability; excellent judgment, troubleshooting, problem solving, analysis, and discretion; ability to handle work-related stress; ability to handle multiple priorities simultaneously; and ability to meet deadlines

Physical: While performing the duties of this job, the employee is regularly required to sit and use hands to finger, handle, or feel, such as keyboarding and writing. The employee frequently is required to reach with hands and arms and talk and hear. The employee is frequently required to stand and walk. Must have visual acuity to read and draft reports, memos, letters, etc. Specific vision abilities required by this job include vision adequate for the incumbent to perform the responsibilities and functions of the job efficiently. Must be able to speak and communicate clearly.