

## Position Description

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### Job Details

Job Title: Help Desk Technician I  
FLSA: Non-Exempt  
Position Type: Full-time  
Reports To: Information Technology Services Manager  
Location: Denver, CO  
Date Modified: January 3, 2018

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### Description

For more than 25 years, The American Indian College Fund (College Fund) has worked to create educational opportunities for American Indian college students. This position helps the College Fund achieve its mission and strategic goals by providing IT support.

The Help Desk Technician I is the initial point of contact for more than fifty College Fund team members. The position's first priority is to provide customer-friendly IT support in a timely, accurate and effective manner. This is primarily a Level I/II position and provides first and second level technical support.

### Essential Job Functions

1. Provide College Fund team members with a high level of technical support and issue resolution
  - a. Train and assist users on the use of various software programs including Word, Excel, Outlook, Access, PowerPoint, Visio and Project
  - b. Oversee the Help Desk and implement responses and resolutions including managing the Help Desk ticket system.
2. College Fund systems and technology
  - a. Coordinate communication and support with external vendors on issues that need to be escalated
  - b. Maintain inventory of IT assets including hardware and software
  - c. Maintain user account information including adding, removing and updating accounts
  - d. Install, configure, and troubleshoot hardware and software
  - e. Support and maintain phone systems
  - f. Regularly review policies and procedures and make recommendations for improving efficiency
  - g. Research, maintain and document organizational systems and technologies
3. Assist in IT projects as assigned by the Information and Technology Services Manager
4. Other duties as assigned

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## **Job Requirements**

### Competencies

- Ability to present technical information to both technical and non-technical team members
- Knowledge of networks, computer systems, and servers
- Basic familiarity with DHCP, DNS and network communication required
- Ability to rebuild PCs, troubleshoot driver and software issues and remediate virus and malware

### Preferred Competencies

- Experience with Microsoft Exchange, Active Directory, Remote Desktop Services, SharePoint
- Advanced knowledge of Microsoft software including Word, Excel, Outlook, Access, PowerPoint, Visio and Project
- Basic knowledge of phone systems and troubleshooting
- Experience creating technical documentation and training

### Education/ Experience

- Associates degree or higher in an IT or IT-related field
- Two years of help desk experience, preferred
- Or a combination of applicable education, certification, and IT experience

## **Work Environment and Physical Activities**

- Professional office setting
- Multi-tasking with a variety of different responsibilities
- Frequent keyboarding
- Ability to lift 35 pounds

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Note: The intent is not to provide an exhaustive list of all duties, responsibilities, or qualifications associated with this position. Incumbent may perform other duties as assigned.

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