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*A Xaverian Brothers Sponsored School*



### **IT Help Desk Technician**

The IT Help Desk Technician, a non-exempt position, assists Faculty, Staff and Students with technical support of all computing devices, applications, and classroom technology.

#### **Duties and Responsibilities**

- Assist the IT Helpdesk Coordinator
- Provide Tier 1 end-user troubleshooting and support
- Proficiency using a ticketing system to promptly address, solve, or escalate multiple helpdesk cases
- Create trend reports weekly presented to the IT Director which identify problem areas that may require additional training and support
- Diagnose hardware, software and networking problems
- Configure and maintain the phone system
- Maintain an accurate inventory of hardware and software licenses
- Configure and maintain the printers and print system
- Troubleshoot copier issues
- Configure and maintain the classroom technology including, but not limited to:
  - Apple TVs
  - Projectors
  - Extron A/V
- Configure, maintain and upgrade business office, maintenance, and advancement technology systems and software
- Configure, maintain and upgrade application software and Windows and Mac OS X operating systems
- Configure and maintain student iPads
- Assist with A/V setups for campus events
- Assist with managing Active Directory tasks such as:
  - add, delete and archive users
  - password resets
  - create and maintain group policies
- Working knowledge of MS Office 365 Suite, Exchange & Google
- Working knowledge of remote desktop management
- Work with vendors to obtain support in addition to conducting detailed research to resolve issues
- Other duties as assigned

#### **Qualifications**

- Associate degree in Information Systems or equivalent experience
- Knowledge of Windows and Mac OS X operating systems
- Excellent customer service skills
- Must be able to work well with a team
- Must be organized and be able to take direction
- Must have technical documentation skills
- Must be able to manage multiple tasks and priorities including good time management skills
- Proactively learn new and emerging technology

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