

# Help Desk Specialist (IT)

## About Next Step Community Solutions

Next Step Community Solutions is a thirty-five year old Tyler, Texas based 501c3 nonprofit organization that works in the areas education, training, counseling and mentoring, with particular focus in substance abuse prevention and adolescent mental health.

Our office is located at 305 South Broadway Avenue Ste 603 in Tyler, Texas.

We currently provide substance abuse prevention services through our agency's two Community Coalition Partnerships covering 8 East Texas Counties in HHSC Region 4 and youth mental health counseling services on 48 school campuses, 21 juvenile probation locations, and 1 office location. We serve 26 East Texas Counties in HHSC Regions 3, 4 and 5. In addition to counseling we train school staff and provide school-based suicide prevention services.

## General Description

The Help Desk Specialist will provide front line technical assistance by diagnosing and troubleshooting hardware and software problems. Looking for position to start Sept 2020.

Position requires occasional travel to various locations, usually within 90 minute drive. Mileage reimbursement is paid.

Job Type: part-time and full-time positions available.

Salary: Depends on experience and credentials.

## Primary Job Duties

- Responsible for documenting all user requests or inquiries for support.
- Research internal and external knowledge-based resources to provide problem resolution or communication to minimize troubleshooting time.
- Responsible for follow up, ensuring customer satisfaction, after issues are resolved.
- Maintain Help Desk database by updating the user database; building and updating knowledge base; creating reports; and collecting and tracking asset inventory.
- Provide orientation for new users on the help desk system.

- Coordinate equipment use and facilitate setup for end-user department training sessions.
- Recommend appropriate training for staff to maintain user efficiency when working with business automation tools.
- Schedule usage and track in-house loaner equipment.
- Follow up on outstanding equipment ensuring safe return.
- Maintain record management system including maintenance contracts, vendor agreements and computer related literature.
- Maintain the software library, which includes tracking licensing agreements.
- Conduct periodic system and software audits in support of record management.
- Provide user community notifications regarding system maintenance, virus alerts, and related information technology issues.
- Perform installation and upgrades to standard software applications. Aid in the roll-out of hardware and peripheral installations.

## **Physical Requirements**

Position requires:

- Frequent sitting, standing and walking
- Ability to use hands and handle objects
- Adequate vision and hearing is necessary for duties
- Ability to endure looking at computer screens for extended periods of time during the work day
- Occasional pushing/pulling/lifting/carrying up to 25 pounds
- Speaking/talking on the telephone and in-person

*The physical demands described are representative of those that must be met by the employee to successfully perform the essential functions of this job. Next Step Community Solutions provides reasonable accommodation to enable individuals with disabilities to perform the essential functions.*

**Send cover letter and resume to [brandon.davidson@nextstepcsi.com](mailto:brandon.davidson@nextstepcsi.com)**