

AKRON METROPOLITAN HOUSING AUTHORITY

Job Title: Help Desk Representative
Reports to: MIS Director
Department: MIS
Date: June 2012
FLSA Status: Non-exempt

General Purpose:

Provides strong customer service through efficient intake and referral of service requests and by addressing basic service needs. Processes and transmits data for the Finance Department and Housing Choice Voucher Program, and processes for all departments as needed. Supports all departments with equipment set-up and breakdown for presentations.

Essential Duties and Responsibilities:

The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.

- 40% Receives Help Desk calls from internal users and determine the level of technical support needed. Answers, evaluates, and prioritizes incoming requests for assistance from users experiencing problems with desktop operating systems and a broad range of desktop applications, mobile devices, networking, and hardware. Interviews user to collect information about problem and leads user through diagnostic procedures to determine source of error; utilizes remote access support software to troubleshoot and resolve issues. Handles problem recognition, research, isolation, resolution and follow-up for user problems, referring more complex problems to supervisor or technical staff. Logs and tracks calls using problem management database, and maintains history records and related problem documentation. Prepares standard statistical reports, such as help desk incident reports and other operational metrics. Assists in analyzing and evaluating incident reports and makes recommendations to reduce help line incident rate.

- 15% Serves as backup for tenant accounting, payroll, and accounts payable functions including the electronic transmission of data to/from outside sources, including banks on a timely basis. Serves as backup to print and process accounts payable and Section 8 checks weekly and monthly and print and process End of Month tenant accounting and rent statements.

- 30% Provide support services to the Management Information Systems department. Create and design effective spreadsheets, documents, memos and other written departmental materials. Perform secretarial and receptionist duties for the department.

- 10% Coordinate with MIS staff and other departments to identify equipment needs for trainings and presentations. Responsible for coordinating the schedule, equipment set-up and break-down, testing, and providing general training/instruction for end-users.

- 5% Miscellaneous
 - Other duties as assigned.
 - Conduct on-line research for department special projects.

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.

Competencies:

Demonstrates good listening skills; communicates effectively with employees and the general public in a polite and responsive manner; demonstrates patience when speaking with employees; ability to follow step by step instructions and procedures; accurately prepares documentation.

Minimum Qualifications, Education and Certifications:

High school diploma. One year related experience including computer help desk and/or telephone/reception experience. A+ and Network+ certifications are preferred. Demonstrated knowledge of common PC problems, software programs including Microsoft Office, internet and networks preferred. Good working knowledge of PC and peripheral equipment set-up and break-down. Demonstrated exceptional interpersonal and customer service skills is a must. Valid Ohio driver's license is required and must be insurable by AMHA .

Physical Requirements. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job:

Physical demands may include kneeling, reaching, pushing, fingering, manipulating, talking, hearing, sitting for extended periods, crouching, standing for extended periods, stooping, walking, lifting up to 30 lbs. and repetitive motion using a keyboard, telephone and calculator. The visual acuity requirements include viewing a computer monitor and extensive reading.

Working Conditions. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job: Office environment
Must be able to lift and transport boxes, paper and computer equipment.

Employee Understanding:

The above job description was received, read and understood by me.

Employee's signature

Date

Supervisor's signature

Date

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.