

AKRON METROPOLITAN HOUSING AUTHORITY

Job Title: Help Desk Representative
Reports to: MIS Director
Department: MIS
Date: April, 2002
FLSA Status: Non-exempt

General Purpose:

Provides front-line technical support for internal users. Coordinates the delivery of PC hardware and software application support by Management Information Systems staff. Performs secretarial support functions for the Management Information Systems department. Processes and transmits data for the Tenant Accounting, Payroll, and Accounts Payable departments.

Essential Duties and Responsibilities:

- 40% Coordinate Help Desk services. Receive Help Desk calls from internal users and determine the level of technical support needed. Provide immediate assistance or refer callers to other qualified department staff. Maintain an accurate log in which all Help Desk calls are documented. Utilize log to collect data regarding Help Desk activity and quality assurance. According to department standards, follow up on calls documented in the log to ensure a high level of customer service.
- 35% Provide support services to the Management Information Systems department. Maintain ECS Support Log and Programming Fix Log. Create and design effective spreadsheets, documents, memos and other written departmental materials. Perform secretarial and receptionist duties for the department.
- 10% Assist in tenant accounting, payroll, and accounts payable functions by coordinating the electronic transmission of data to/from outside sources, including banks on a timely basis.
- 10% Conduct on-line research for department special projects.
- 5% Miscellaneous
 - Print and process accounts payable and Section 8 checks weekly and monthly.
 - Print and process End of Month tenant accounting and rent statements.
 - Other duties as assigned.

Minimum Qualifications, Education and Certifications:

High school diploma. One year related experience including computer help desk and/or telephone/reception experience. Demonstrated knowledge of common PC problems, software programs, internet and networks. Demonstrated interpersonal and customer service skills. Must have valid Ohio driver's license and be insurable under 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.