

North Country Community Mental Health

EMPLOYMENT OPPORTUNITY

HELP DESK TECHNICIAN: North Country Community Mental Health is seeking a Help Desk Technician as part of the information system team. This position will be the first contact for help/work requests in the IS Department. Associates degree in computer information systems or related field preferred. Appropriate related work experience may be substituted for education. Experienced as frontline contact for help in an IS setting. Candidate must have familiarity with current Microsoft Applications, Operating Systems, Active Directory, Computer Networks and related peripherals. Good typing and language skills are required as well as verbal and written communications. Must have ability to learn new procedures and make decisions based on policy. The ability to handle confidential information is a must. Appropriate related work experience may be substituted for education. Full time position with excellent benefits and hourly pay range from \$15.03 to \$ 22.34. **Send resume to North Country Community Mental Health, Attn: Human Resources, 1420 Plaza Drive, Petoskey, MI 49770 or hr@norcocmh.org or Fax: (231) 347-1241. EOE**

Specific Responsibilities:

1. Acts as a liaison between the Information Systems Department and customers as it relates to information systems issues.
2. Identifies, evaluates and prioritizes customer problems and complaints to ensure that inquiries are resolved appropriately.
3. Assists customers in resolving basic technical problems by providing scripted guidance regarding software and hardware problems.
4. Resolves and/or refers more complex technical problems through a defined escalation process.
5. Logs and tracks inquiries using a problem management database and maintains history records and related problem documentation.
6. Refers to information systems documentation to obtain generally accepted methods of resolving issues.
7. Provides status updates to both information systems customers and information systems staff on open issues.
8. Assist in the development of training to information systems customers on applications and computer hardware supported by Information Systems Department.
9. Provides assistance to other information systems staff for the development and completion of various projects.
10. Perform other duties as assigned by supervisor.