

PRESTOLITE WIRE CORPORATION

Job Description

Job Title: Help Desk Coordinator
Date of this Description: 9/14/11
Position Reports To (Title): IT Manager

Job Summary: Provide "in-house" computer/network/smartphone support based on demonstrated knowledge of Microsoft Windows, Office applications, and networking functions.

Duties and requirements of the job (listed in order of importance):

1. Provide end-user support. This will come via telephone calls, voicemails, e-mail, or direct communication from employees, and occasionally customers, that need assistance.
2. Provide "in-house" computer/network/phone support relating to software and hardware problems.
3. Prepare and receive detailed workflow charts and diagrams to illustrate a sequence of steps that a program or user must follow and to describe input, output and logical operations involved. Create Work Instructions.
4. Experience setting up computer hardware, installing/upgrading software and operating systems is required. Use imaging software to maintain up to date Ghost loads for deployment for all hardware models in use by the company.
5. Configure and troubleshoot local and remote site communication equipment (printers, phones, laptops, desktops, fax machines, etc).
6. Assist in gathering quotes on equipment and supplies as needed.
7. Ensure efficient and economical utilization of equipment and resources. Provide for safekeeping of equipment and supplies.
8. Assist in moving equipment to different locations within building and be responsible for keeping an updated inventory of all IT equipment throughout the company.
9. Maintain and update the corporate SharePoint server.
10. Maintain and distribute supplies as needed by staff.
11. Support the Network Engineer as needed.
12. Perform other duties as assigned.

Skills required to Perform the Duties of the Job:

1. Minimum one to three years related experience and/or training; or equivalent education and experience.
2. Knowledge of PC hardware and software.
3. Working experience with Microsoft applications.
4. Excellent customer service, interpersonal and communications skills (both oral and written)

Educational Requirements to Perform the Duties of the Job:

1. Bachelor's Degree in a computer related field preferred or equivalent experience.

Physical Requirements to Perform the Duties of the Job:

1. Some travel required.
2. Must be able to lift up to 50lbs.

Licensing or Other Special Certifications Required:

1. None.

Other:

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1. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Good attendance record, adherence to Company policies and procedures, and satisfactory job performance are required to retain employment. Must be able to work overtime, either before or after the normal starting times and on weekends.