

Information Technology
HELP DESK TECHNICIAN – Job Description
NRECA Job Code: 34-4422

Provides support to users with technical problems. Manages the operation of computer systems. Performs remote troubleshooting through diagnostic techniques and pertinent questions. Evaluates user and system hardware needs. Installs and maintains communications systems. Reports to Information & Technology Manager. This position is not a virtual position.

Typical responsibilities include:

- Serve as the first point of contact for users seeking technical assistance in person, over the phone or email.
- Configure, troubleshoot and refresh Windows 10 and 11 in a Microsoft network environment on both desktop and laptop computers, network printers and online O365 applications.
 1. Co-administer cloud-based Office 365 platform, primarily OneDrive, MS Office, MS Teams, Outlook and Exchange
- Other duties as assigned.
- Occasional after hour and weekend work required

Job requirements:

- Good Understanding of computer systems, mobile devices, and other tech products.
- Must have experience with Microsoft Azure Domain Administration
- Must maintain a valid NM driver's license with an acceptable driving record.
- Ability to exert up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- Frequently bending legs at knee to come to a rest on knee or knees.
- Using upper extremities to press against something with steady force in order to thrust forward, downward or outward and/or using upper extremities to exert forcing order to draw, drag or tug objects in a sustained motion.
- Expressing or exchanging ideas by means of spoken words, to convey detailed or instructions to other workers accurately, loudly or quickly.
- Ability to receive detailed information through oral communications.
- Substantial movements (motions) of the wrist, hands, and/or fingers.
- Occasionally subject to hazards while working with, or near electrical currents.