

## Helpdesk Technician Brazosport College

Direct Link: <https://www.AcademicKeys.com/r?job=250303>

Downloaded On: Dec. 12, 2024 12:45am

Posted Dec. 11, 2024, set to expire Apr. 4, 2025

<b>Job Title</b>	Helpdesk Technician
<b>Department</b>	Information Technology
<b>Institution</b>	Brazosport College Lake Jackson, Texas
<b>Date Posted</b>	Dec. 11, 2024
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Professional Staff
<b>Academic Field(s)</b>	Information Technology
<b>Apply Online Here</b>	<a href="https://apptrkr.com/5851015">https://apptrkr.com/5851015</a>

**Apply By Email**

**Job Description**

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**Helpdesk Technician**

**Posting Number:** 70919

**Position Type:** Administrative/Staff

**FTE:** Full-time

**Department:** Information Technology

**Job Summary/Basic Function:**

This position:

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- Reports to the I.T. Director,
- Provides client support via Phone, Email, & Chat services concerning user account, computer, printer, network, and phone related problems;
- Enters and monitors all Work Orders for the Client Services team to ensure completion;
- Provides first-line technical support by using Remote Desktop tools and onsite visits to fix issues;
- Documents and escalates issues to Technician or Systems group when needed;
- Performs maintenance checks on all campus areas;
- Prepares and tracks all I.T. loaner equipment;
- Assists technicians and other staff with all campus events, equipment installs, and lab preparations;
- Maintains the processes and documentation of Client Services;
- Creates, maintains, and troubleshoots employee and student computer user accounts;
- Participates in training and learning as needed; and
- Performs other duties of a similar nature of level as assigned.

### **Minimum Qualifications:**

The minimum qualifications for this position are as follows:

- High School Diploma;
- One year experience working in a Helpdesk and/or direct client support environment with computer software and hardware;
- Extensive knowledge of Microsoft Applications;
- Excellent interpersonal, written, and oral communication skills;
- Excellent organizational, prioritization, and planning skills;
- Skills that enhance one's value to the institution; and
- Exceptional employment or educational qualifications may be given special consideration.

### **Desirable Qualifications:**

- Associate degree desired from a regionally accredited college.

### **Physical Demands:**

Able to traverse campus, lifting, carrying, pushing/pulling, reaching, handling computers and other

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items, fine dexterity, bending, vision, and talking;

**Posting Date:** 12/05/2024

**Closing Date:**

**Open Until Filled:** Yes

**First Pool Date:** 12/15/2024

### **Special Instructions to Applicants:**

It is a requirement for an official transcript, (not a copy), documenting the minimum degree requirements be sent directly from the issuing institution to the attention of Human Resources at Brazosport College, 500 College Dr., Lake Jackson, TX 77566.

To apply, visit <https://employment.brazosport.edu/postings/4544>

### **Contact Information**

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

#### **Contact**

Information Technology  
Brazosport College

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