

Help Desk Technician Lee College

Direct Link: <https://www.AcademicKeys.com/r?job=251401>

Downloaded On: Jan. 15, 2025 7:40am

Posted Jan. 13, 2025, set to expire Jan. 22, 2025

Job Title Help Desk Technician
Department
Institution Lee College
Baytown, Texas

Date Posted Jan. 13, 2025

Application Deadline 01/22/2025
Position Start Date Available immediately

Job Categories Classified Staff

Academic Field(s) Information Technology

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Job Description

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Help Desk Technician

Salary:

Job Type: Full-Time

Job Number: FY2300533

Location: Main Campus - Baytown, TX

Division: Information Technology

Position Overview

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Starting Salary Range is \$41,704 - \$46,913. The initial salary offer is commensurate with education and related work experience.

The Help Desk Technician is responsible for providing first level technical assistance and support related to account and computer troubleshooting for students, faculty, and staff. This position will provide first call resolution as much as possible for computer system issues including software and occasional hardware issues for Lee College owned computers. The Help Desk Technician will coordinate between departments for IT technical support along with the Service Desk Manager.

Essential Duties & Responsibilities

- Provide password and network account assistance for students, faculty, and staff via phone, remote, email, and in person.
- Provide first level computer troubleshooting support for faculty and staff via phone, remote, email, and in person.
- Install and troubleshoot computer operating systems, software, and occasionally hardware of Lee College owned machines.
- Utilize the current ticketing system to document all issues and calls that are received.
- Escalate issues from customers to the appropriate team with necessary background information when unable to resolve issues over the phone.
- Provide additional support to technicians in the form of research and information discovery.
- Research and organize information with regards to reoccurring problems and issue resolution.
- Assist Service Desk Manager with coordination of Service Desk work and projects.

Additional Duties & Responsibilities

- Assist Service Desk Manager with research and information discovery for technical issues and projects.
- Perform other duties assigned.

Minimum Education, Experience, Knowledge, Skills & Abilities

- Associate's (or higher) degree in a related field or successful completion of sixty (60) college credit hours
- One (1) year of experience in a Help Desk or Call Center role
- Basic to intermediate knowledge of Windows 7/10, Microsoft Office 2013 and above, Mac OSX

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systems, etc.

- Basic computer hardware and software troubleshooting skills
- Excellent communication skills, both oral and written
- Excellent customer service skills
- Must be available to work evenings and weekends as needed

Lee College does not discriminate on the basis of race, color, religion, sex (including pregnancy, gender identity and sexual orientation), national origin, age, disability, veteran status, genetic information or any other basis protected by law.

To apply, please visit <https://www.schooljobs.com/careers/lee/jobs/4784057/help-desk-technician>

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Contact Information

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

Contact

N/A

Lee College

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