

## NOTICE OF POSITION OPENING

**JOB TITLE:** IT Help Desk/Technician

**HOURS M-F:** 8:00 AM – 5:00 PM

**SUPERVISOR:** Chief Information Officer

**SALARY** Commensurate with Experience

**POSITION DUTIES/RESPONSIBILITIES:** serve as the first point of contact for staff seeking technical assistance by telephone or by email, perform remote troubleshooting through diagnostic techniques and by asking pertinent questions, determine the best solution based on the issue and details provided by staff. Provide accurate information on IT products and services, record events and problems and their resolution in logs, follow up and update staff on status and information.

**REQUIRED EDUCATION, TECHNICAL TRAINING OR EQUIVALENT:** High school diploma or equivalent. Associate degree in computer networking or related field preferred.

**REQUIRED EXPERIENCE OR SKILLS:** exceptional customer service skills, tech savvy with working knowledge of office automation products and databases, good understanding of computer systems, mobile devices and other tech products.

**FULL TIME**

**CONTACT:** Toby Matula at [tmatula@wacofhc.org](mailto:tmatula@wacofhc.org)