

## Help Desk Technician

Job title: Help Desk Technician  
Company name: Hydranautics  
Company address: 401 Jones Rd  
Contact email: [jobs@hydranautics.com](mailto:jobs@hydranautics.com)  
Job location: Oceanside  
Full or part time: Full Time  
Hours per week: 40  
Hour's days needed: Monday-Friday  
Hourly wage: TBD

### Qualifications:

#### MINIMUM REQUIREMENTS:

- AA degree from two-year college or technical school in Computer Science, Information Systems, or related field; and one year experience troubleshooting, repairing, and fixing hardware and software problems or equivalent combination of education/experience.
- Knowledge of commonly used Help Desk concepts, practices, and procedures.
- Excellent communication (oral and written), interpersonal, organizational and presentation skills.
- Must be able to respond proactively to training, technical support and customer service needs in line with provided guidelines.
- Ability to manage multiple concurrent projects and priorities.
- Must be able to work in a varied, fast paced environment.
- Strong attention to detail.

#### DESIRED ATTRIBUTES:

- BA/BS in Computer Science, Information Systems, or related field required and 2-4 years related experience, or equivalent combination of education and experience.
- A+ Certification is preferred.
- One to two years experience working with a Microsoft Active Directory network preferred.
- Previous experience in a corporate environment preferred.

### How to apply:

Please submit your cover letter, resume and salary requirements to [jobs@hydranautics.com](mailto:jobs@hydranautics.com) and include "Help Desk Technician" in the subject line.

**Company website:** [www.membranes.com](http://www.membranes.com)

### Job description:

Hydranautics, an industry leader in membrane manufacturing, currently has a career opportunity for a Help Desk Technician. Under general supervision, this position serves as the first level of response to

users with software and hardware issues. The position may also be called upon to support network administration and server maintenance.

Some typical duties include:

- Provides technical software, hardware and network problem resolution to computer users by performing question/problem diagnosis and guiding users through step-by-step solutions, escalating calls are required;
- Maintains a working knowledge of the company's computer systems and applications;
- Diagnoses system hardware, software, and operator problems;
- Maintains the IS Help Desk database that tracks trouble calls and requests;
- Tracks and verifies internal IS procedures are updated and accurate;
- Clearly communicates technical solutions to internal and external customers in a user-friendly and professional manner;
- Provides one-on-one end-user training as needed;
- Installs hardware and peripheral components such as monitors, keyboards, printers, and disk drives on user's premises;
- Configures and tests newly acquired computing equipment to insure it meets company standards, user specifications, and department quality standards;
- Recommends or performs actions to correct problems based on knowledge of system operation;
- Manages service equipment such as LCD panel, projector, video tapes, laptops for checkout, and other corporate equipment under the control of the IS department;
- Loads specified software packages such as operating systems, word processing, or spreadsheet programs onto the computer;
- Researches and reviews and recommends desktop software and operating system updates (patches, fixes, updates) from the manufacturers;
- Maintains an accurate inventory of all hardware, software and licensing agreements;
- Interfaces without outside service providers supporting the primary responsibilities of this job;
- Audits new equipment and assists with maintaining an accurate database of equipment and components.
- Additional Duties:
  - Participates on project teams to assist with technical evaluations and new systems installations;
  - Evaluates new software and hardware to determine usefulness and compatibility with existing software and hardware;
  - Assists with the development and management of key IS department policies relating to internal department standards and procedures;
  - Recommends changes to software and hardware standards;
  - Assists with the administration of the networks, including but not limited to the email system, gateways, network servers, cabling, and hubs;
  - When appropriate provides supervision for desktop technicians, both full-time and contract.
- Perform other duties as required.

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