



...providing its communities with affordable and accessible healthcare.

Job Summary

The **IT Help Desk Technician** is responsible for serving as the first point of contact for employees seeking technical assistance over the phone, via email, or in person. Performing remote interface troubleshooting through diagnostic techniques and pertinent questions. As well as determining the best solution based on the issue and details provided by the employees.

Duties and Responsibilities

- Serve as the first point of contact for users seeking technical assistance over the phone, email, or in person
- Configure, install, administer and troubleshoot issues with PCs, printers, and related components. Provides assistance to users accessing IT Systems, usually by means of Windows based PCs.
- Perform remote troubleshooting through diagnostic techniques and pertinent questions
- Determine the best solution based on the issue and details provided by customers
- Walk the customer through the problem-solving process
- Direct unresolved issues to the next level of support personnel
- Provide accurate information on IT products or services
- Record events and problems and their resolution in logs
- Follow-up and update customer status and information
- Pass on any feedback or suggestions by customers to the appropriate internal team
- Identify and suggest possible improvements on procedures
- Performs related work as required

Qualifications

- 2-3 Years Proven experience as a **Help Desk Technician** or other customer support role
- Completion of a certification such as a Microsoft Certified Systems Engineer (MCSE) or A+ Certification preferred
- Experience with VOIP phone system and MSSQL experience a plus
- Tech savvy with working knowledge of office automation products, databases and remote control
- Good understanding of computer systems, mobile devices and other tech products
- Ability to diagnose and resolve basic technical issues
- Proficiency in English
- Excellent communication skills
- Customer-oriented and cool-tempered skills

For more information please visit <http://www.kaniksuhealthservices.org>.

Equal Opportunity Employer Minorities/Females/Protected Veteran/Disabled

Medical, Dental, Behavioral Health, Pediatrics: 6615 Comanche Street, Bonners Ferry, ID 80805, (208) 263-7101

Medical, Dental, Behavioral Health, Pediatrics: 30410 Hwy 200, Ponderay, ID 83852, (208) 263-7101

Medical, Behavioral Health, Pediatrics: 6509 Hwy 2, Priest River, ID 83865, (208) 263-7101

Pediatrics, Behavioral Health: 420 N. 2nd Ave, Sandpoint, ID 83864, (208) 265-2242

VA Clinic: 420 N. 2nd Ave, Sandpoint, ID 83864, (208) 263-0450

Administrative Offices: 301 Cedar St #206, P.O. Box 2160, Sandpoint, ID 83864, (208) 263-7101

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