

## JOB DESCRIPTION

**Job Title: IT Help Desk Specialist**

**Division and/or Department: IT**

**Prepared by: KS**

**Date of initial version: 12/15/2016**

**Date most recently reviewed, updated, etc.: 12/15/2016**

**Pay type:**  Salaried or  Hourly

**Preferred FTE:**  Full time;  75-80%;  50%;  Other:

**Job is budgeted as**  Regular;  Limited term;  Other:

### JOB SUMMARY

1. Reports directly to: VP of IT
2. Direct reports to this position include:
  - None
3. Other individuals or MetaStar staff with whom the person works on a regular basis:
  - Everyone
4. Key responsibilities:
  - Monitoring ITHelpDesk email and phone
  - Performing Computer Swaps
  - Assisting all staff with hardware and software questions and issues
  - Assisting IT staff with project specific tasks
  - Assisting with IT security program
  - Upgrade software products on computers
  - Assist with troubleshooting printers and printing issues
  - Assist end-users to be proficient at using Windows 7 and 10
  - Provide occasional assistance moving furniture in offices
  - All other duties as assigned

### CORE ORGANIZATIONAL COMPETENCIES:

1. **Teamwork:** Demonstrates respect and achieves cooperative relationships in fulfilling the vision and mission of MetaStar.
2. **Communication:** Demonstrates good interpersonal skills with all whom they interact. All communications, verbal and written, should demonstrate a commitment to internal and

external customer service and excellence. Effectively sends, receives, and responds to requests while maintaining a high level of confidentiality.

3. **Initiative:** Committed to and performs quality work contributing to the vision and mission of MetaStar. He/she assumes responsibility and accountability for his/her actions. Meets the challenges of a changing environment, is timely in meeting job responsibilities, and strives to provide excellent customer service. Values accomplishments and shows enthusiasm and pride in the organization. He/she demonstrates a self-directed work effort. Develops goals for professional growth and strives to achieve those goals.
4. **Customer Service:** Demonstrates a commitment to courteous, sincere, and sensitive customer service. He/she presents a positive and caring attitude in all interactions. He/she is patient, tolerant, accepts diversity, and presents a positive image of themselves and MetaStar in all professional interactions.
5. **Quality Improvement:** Demonstrates a commitment to quality and excellence. He/she solves problems through critical evaluation of data-based information and application of continuous quality improvement methods. Can accurately identify and diagnose issues, identify alternatives, implement a plan, and evaluate and communicate results.

#### **QUALIFICATIONS, REQUIREMENTS, ETC.**

- Experience with Windows 7 and 10
- Experience with Microsoft Office products (Word, Excel, PowerPoint, Access, Visio, Project)
- Advanced ability to research and brainstorm solutions to technical issues
- Advanced ability to absorb and retain large amounts of technical information
- Valid Wisconsin Driver's License
- Interest and availability for in-state and overnight travel

Interested parties should either send resume & cover to [jobs@metastar.com](mailto:jobs@metastar.com);  
or, mail to: MetaStar, c/o HR, 2909 Landmark Place, Madison, WI 53713

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6.