

## HELPDESK - Job Description

The IT Helpdesk will provide solutions related to systems and technology's issues and such will ensure a polite and friendly manner at all times, while promoting the school philosophy and values.

### Responsibilities will include but not limited to the following:

1. Biometric/Control System Administrator
2. Responsible for administration and internal support of the Company's PCs, printers and related equipment.
3. Performing PC maintenance, upgrades and configurations.
4. Provide first level helpdesk support and resolve problems to the end user.
5. Monitor and respond quickly and effectively to requests received through the IT helpdesk.
6. Assist with on boarding of new users.
7. Maintain monthly inventory of all equipment, software and software licenses.
8. Install, test and configure new workstations, peripheral equipment and software.

### IT Help Desk Technician requirements

1. Good communication and interpersonal skills as well as written language proficiency in English and Portuguese
2. 1-year experience with helpdesk and end user support
3. Good understanding of computer systems and other tech equipment
4. Organizational skills and respect for deadlines
5. Ability to work with autonomy
6. Excellent relational abilities in order to interact in a professional way with his various interlocutors

**Update: December 2019**