



**Secretary of State's Office
Senior Help Desk Technician
Technology Services Division**

Overview:

The Senior Help Desk Technician is a key IT team member responsible for providing high-quality customer support to end users on-site and remotely. This role is designed for experienced IT professionals with advanced technical knowledge, problem-solving abilities, and a high degree of self-sufficiency. Senior Help Desk Technicians will address a wide range of technical issues, including higher-tier assignments, tasks, and responsibilities beyond the scope of junior technicians. They will also mentor and provide guidance to team members to ensure a cohesive and effective support environment.

Key Responsibilities:

- Provide advanced-level support to end users for hardware, software, and network-related issues, ensuring timely resolution and customer satisfaction.
- Handle complex problem analysis, troubleshooting, and resolution for IT systems and applications.
- Identify and resolve technical issues proactively and contribute to strategies that reduce recurring problems.
- Lead the deployment, configuration, and maintenance of IT equipment and applications, ensuring compatibility and reliability.
- Document technical solutions and processes for internal use and end-user reference.
- Serve as an escalation point for junior team members, providing guidance and support as needed.
- Collaborate with other IT teams to implement improvements, streamline workflows, and enhance system performance.
- Maintain a professional and customer-focused approach while managing multiple priorities.

Qualifications:

- A high school diploma or equivalency is required; an associate's or bachelor's degree in IT or a related field is preferred. Technical degrees are accepted.
- 3-5 years of experience in IT end-user support, focusing on hardware, software, and network troubleshooting.
- Proven ability to work independently and manage higher-tier technical assignments.
- Excellent verbal and written communication skills, with the ability to explain technical concepts to non-technical users.
- Experience mentoring or supporting junior IT staff is preferred.

Work Environment:

- Full-time, on-site role.
- Occasional after-hours or weekend work may be required.