Position Announcement

IT Helpdesk Technician

Want to make a difference? Join the award winning team at the Hope Enterprise Corporation/Hope Credit Union (HOPE), one of the nation's leading community development organizations. For over 20 years, HOPE has been improving lives by helping entrepreneurs, homebuyers, families and communities become more financially secure. Since 1994 HOPE has generated more than $2 billion in financing and assisted over 650,000 people across the Mid South.

Job Summary

The IT Helpdesk Technician (ITHT) position will provide first level support for users, ensure currency of information and provide installation and training services as needed. The ITHT will also develop productivity tools and processes that will increase the usability and effectiveness of the company's application and environment. This position will be located in the Jackson MS or Memphis TN market.

Essential Duties and Functions

- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions
- Ensure that the company applications are being effectively deployed and utilized by our employees
- Manage deployment to employees
- Provide training and support
- Report on traffic and trends
- Help define and design enhancements for the company's applications
- Develop support and training tools that increase system usability
- Develop, both technical and end-user documentation
- Coordinate application installation and acceptance with end users and provide user assistance on application operations
- Ensure that company based information and links are current
- Monitor Helpdesk ticketing system Field support calls
- Perform general administrative duties such as attending meetings, report production, etc
- Assist with technology planning through ongoing research

Competencies/Skills

- Computer Skills:
  - Demonstrated knowledge of Windows servers and desktop products
  - Demonstrated ability to support networked printers and copiers
  - Demonstrated working knowledge of current communications devices and protocols, server and desktop technologies
- Ability to manage multiple projects, activities and tasks simultaneously
- Ability to read and interpret documents, write routine reports and correspondence
- Ability to speak effectively before groups of customers and employees of the organization
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, percent, and interpret data
- Ability to apply commonsense understanding to carry out detailed but uninvolved written or oral instructions
- Ability to deal with problems involving a few concrete variables in standardized situations
- Good communication and customer service skills

Preferred Education and Experience

- Three plus years and current experience as a Helpdesk Technician in a medium sized network of servers, desktop systems, and communication devices using current technologies
- Experience with Linux or Unix in financial environment is desired
- Bachelor's Degree in computer science, management information systems, or business administration, supplemented with one or more courses in current technology