

AMERICAN FILM INSTITUTE

JOB DESCRIPTION

POSITION: Helpdesk Technician
DEPARTMENT: Information Technology
LOCATION: Los Angeles Campus

The American Film Institute is a nonprofit organization with a mandate to champion the moving image as an art form. Established in 1967, AFI launched the first comprehensive history of American film and sparked the movement for film preservation in the United States. In 1969, AFI opened the doors of the AFI Conservatory, a graduate-level program to train narrative filmmakers.

PRINCIPAL RESPONSIBILITIES:

The Helpdesk Technician is a hands-on role and is responsible for providing basic organizational desktop and mobile-device support in a primarily Mac-based environment as part of a larger IT team. The Technician also works with the rest of the IT team to ensure accurate hardware, software, network, and application incident assignment, documentation and tracking using a help desk ticketing system.

PRINCIPAL DUTIES:

- Serve as primary point of contact for help desk support tickets and IT help line calls; responsibilities include basic computer, cloud, and mobile device support; installing, managing, and troubleshooting common hardware and software including Microsoft Office 365, Adobe Creative Cloud, and other web- and cloud-based tools.
- Monitor the IT help desk ticket system, making initial contact on service requests, performing initial troubleshooting, and escalating issues to IT team members as appropriate; and ensuring accurate and detailed documentation of problems, analyses, and resolutions.
- Communicate IT policies and best practices in relation to user issues to the AFI community.
- Perform hardware and software changes as directed by project lead(s).
- Assist with IT-related documentation/document preparation and processing as needed, including but not limited to purchase orders, invoices, and expense reports.
- Assist with desktop maintenance and service as directed by project lead(s), and assist in review of new systems and processes proposed by project lead(s).
- Other duties as assigned.

EXPERIENCE/SKILLS REQUIRED:

- Bachelor's degree, or combination of education and experience necessary to complete the essential function of the position, required.
- A minimum of two years of hands-on IT helpdesk experience with direct knowledge of and experience with the setup, operation, troubleshooting and maintenance of macOS and Windows operating systems and multiple hardware and software platforms.
- Demonstrated capability of operating and troubleshooting common end-user applications.

- Ability to apply creative thinking to problem-solving, while adhering to as well as helping update established policies and procedures.
- Ability to interface with all levels of employees while projecting confidence in technical abilities and communicating results and next steps.
- Ability to build service relationships with internal constituents; develop and maintain excellent working relationships with other departments across the organization, ensuring the IT department is well received and consistently represents professional standards and deliverables.
- A champion for exceptional customer service to provide solutions to technological and operational issues and concerns for the enterprise; demonstrated ability to provide end-users with best-in-class service and timely, creative solutions.
- Strong time-management, organizational and multi-tasking skills, coupled with the ability to work independently and with minimal supervision while also contributing to a high functioning team.
- Exceptionally detail-oriented with the ability to take initiative on handling issues and assignments.
- Excellent oral and written communication skills.
- Strong diplomacy skills and professionalism are mandatory; this includes the ability to maintain complete confidentiality and discretion.
- Ability to work calmly under pressure.
- Personal integrity and the ability to inspire confidence and trust.
- Ability to lift 30 pounds.

Salary: \$26.00-\$28.00 an hour