

AMERICAN FILM INSTITUTE
JOB DESCRIPTION

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

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 Range- \$26.00-\$28.00 per hour