

Title: Help Desk IT Support I
Reports to: VP of Technology and Network Administrator
FLSA: Exempt
Location: Fort Worth, TX

Well-established, growing, HVAC component and architectural louver manufacturer needs a **Helpdesk I** for its corporate headquarters in Fort Worth, Texas. Pottorff is a leader in the design and fabrication of HVAC and architectural related products.

Pottorff employees have a generous benefits package including medical, dental, vision, life and disability insurance, flexible spending accounts, 401(k) with employer match, profit sharing, paid holidays, vacation and sick time.

Position

This position will be responsible for providing technical assistance and support related to our hardware and software systems. This person will work with the Network Administrator to answer helpdesk inquiries and maintain the technology infrastructure of Pottorff.

Essential Duties and Responsibilities

1. Provide technical assistance and troubleshoot issues related to software and hardware.
2. Respond to requests from users and customers seeking help.
3. Install computer peripherals for users.
4. Perform testing of software based on provided scripts/instruction sets.

Preferred Qualifications

1. Excellent communication skills, both verbal and written.
2. Ability to trouble-shoot failures, recommend and implement corrective actions, determine root cause and implement preventative actions.
3. Strong mechanical aptitude
4. Ability to communicate with system users.
5. Able to work in a team as well as independently
6. Self-motivated with the ability to work in a fast-moving environment

Education / Experience Requirement

1. High school diploma or GED
2. At least 6 months of experience directly related to the duties and responsibilities specified
3. Knowledge of computer software Windows, Apple & Linux based Operating systems, hardware and networking
4. Experience configuring and supporting Android, Apple & Windows mobile devices (phones, tablets, laptops)

Physical Demands

Ability to operate standard office equipment such as: a computer, copier, telephones, and etc. Must be able to sit for long periods of time and be able to lift computer equipment as needed.

Work Environment

On premise office work environment with occasional work in the factory, directly related to technology systems.

Other Duties and Responsibilities

This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.