



## **JOB POSTING**

### **IT HELP DESK SUPPORT**

**Reports to:** Computer Sys Administrator

**Dept:** IT

**FLSA Status:** Non-Exempt

**Part-time**

**JOB SUMMARY:** The IT Help Desk Support will answer questions and manage requests related to information systems (IS) production jobs. The IT Help Desk Support is an entry-level administrative and technical resource that will assist with IT functions.

**DUTIES & RESPONSIBILITIES:** Generate user satisfaction by using solid interpersonal skills and clear communications to make McFarlane Mfg. Co. user community comfortable with skills and time devoted by IT team; escalate issues appropriately to higher level IT team as needed.

*Specifically,*

- Assists users by answering questions and providing support in a timely manner.
- Troubleshoot equipment and software issues and either resolve them or escalate them to more advanced support.
- Provide first level support of help desk tasks, which may include both local and remote support.
- Work to develop a solid understanding of team member's needs.
- Effectively communicate solutions to end users.
- Assemble/install hardware and software on desktop, laptop and tablet computers/devices.
- Install, configure and perform basic administration tasks on information systems.
- Perform PC and peripherals hardware troubleshooting and repair.
- Support user hardware/software while learning and ultimately assisting the Computer Systems Administrator as directed.
- Perform all other duties as assigned or requested.
- Regular attendance is an essential function of this position.

### **EDUCATION & EXPERIENCE and SKILLS & ABILITIES:**

- Final year student or recent graduate of computer technology program or computer science degree.
- One year experience in advanced PC troubleshooting and repair preferred.
- Proficient in Microsoft Office Suite or related software.
- Excellent organizational skills and attention to detail.
- Excellent verbal, written and interpersonal communication skills; with ability to explain technical information in understandable language to nontechnical team members.
- Ability to multitask and maintain focus under pressure and/ or in stressful situations.
- Eager to learn and work with both divisions/ various departments throughout the Company.

**PHYSICAL REQUIREMENTS:** While performing the duties of this job, team member is regularly required to talk and hear. Sitting, standing, walking, bending, twisting and kneeling required. Lift up to 50 lbs. Vision abilities required include close, distance, and color, depth perception focus. Standard office and extensive computer equipment usage. Physical demands described here are representative of those that must be met by team member to successfully perform essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

In addition to competitive compensation, McFarlane Mfg. Co. offers a generous McFarlanes' Retail Service Center Team Member Discount and flexibility with schedule. To be considered for this opportunity, please complete an online application at [www.mcfarlanemfg.com](http://www.mcfarlanemfg.com), submit resume to or apply in person at: McFarlanes', Attn: HR, 780 Carolina Street, Sauk City, WI 53583; or email to [HR@mcfarlanemfg.com](mailto:HR@mcfarlanemfg.com).