

**LINDE PROCESS PLANTS, INC.**

**Job Description:** Help Desk / Assistant for Information Technology

**1.0 Purpose:**

Job Descriptions are part of Company Quality Policies and Procedures. This standard defines the tasks and responsibilities of the Help Desk technician / I.T. Assistant. The standard is valid for all Help Desk technician / I.T. Assistants.

**2.0 General:**

The Help Desk technician / I.T. Assistant is assigned by the Non-Business and Project Execution Systems Supervisor.

**3.0 Tasks and Responsibilities:**

- Accept technical support calls to the I.T. Department and log them in the Help Desk Tracking System.
- Forward technical support issues that can not be addressed by the Help Desk to the appropriate technician.
- Troubleshoot and resolve end-user hardware, operating system, and software-related problems, when possible from the Help Desk.
- Troubleshoot and resolve basic network and server access problems for end-users, when possible from the Help Desk.
- Troubleshoot and resolve issues with WAN, VLAN, firewall, VPN, etc. systems, when possible from the Help Desk.
- Troubleshoot and resolve issues with voice communications (i.e., PBX telephone) and voice mail systems, when possible from the Help Desk.
- Prepare reports, distribute departmental inter-office correspondence, file, and provide general assistance to I.T. department personnel as directed by the Department Manager and/or the Non-Business and Project Execution Systems Supervisor.
- Participation in the I.T. Extended Support Program.

**4.0 Education and Experience Required:**

- AA or equivalent combination of education and experience.
- One to three years experience working with computer technology in a business environment.

**5.0 Skills Required:**

- Basic understanding of computer technology in a business environment.
- Effective computer skills; Microsoft Office Software, Lotus Notes, and other Company and discipline specific software applications.

- Effective communication skills both verbally and in writing with superiors, colleagues, and individuals inside and outside the Company.
- Effective analytical and problem-solving skills.

6.0 Travel Percentage:

- Minimal, 10%

7.0 Physical Requirements:

- While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit. The employee is occasionally required to stand; walk; use hands to finger, handle or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and or move up to 75 pounds. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.

8.0 Department:

- Information Technology

9.0 Reports To:

- Non-Business and Project Execution Systems Supervisor

10.0 FLSA Status:

- Non-exempt

11.0 Direct Reports:

- None

12.0 Salary Grade:

- 06

13.0 Approval:

- Manager: \_\_\_\_\_ Date: \_\_\_\_\_
- Employee: \_\_\_\_\_ Date: \_\_\_\_\_