

OPEN POSITION

**Help Desk Technician
Information Technology**

The American Mathematical Society (AMS), founded in 1888, is a non-profit membership organization that promotes interest and research in mathematics through its publications, meetings, programs, services, advocacy, and outreach activities. The AMS has 30,000 members worldwide and offices in Rhode Island, Michigan, and Washington, DC.

The AMS invites qualified candidates to apply for the position of Help Desk Technician in the Society's Providence, RI headquarters. The Help Desk Technician's role is to ensure proper computer operation so that end users can accomplish business tasks. This includes receiving, prioritizing, documenting and actively resolving end user help requests and escalating incidents to the team leader as necessary. Problem resolution will involve the use of diagnostic and help request tracking tools, as well as require that the individual give in-person, hands-on help at the desktop level. In addition, this position will deliver training to end users in the organization about how to use various types of software programs efficiently and effectively in support of business objectives.

Come and be part of an extraordinary collection of talent who support the Society's Computing Services.

RESPONSIBILITIES:

- Conduct research on computer products in support of PC procurement and development efforts. Evaluate and recommend hardware products for purchase
- Recommend, schedule, and perform PC, hardware and peripheral equipment improvements, upgrades, and repairs
- Accurately document instances of hardware failure, repair, installation, and removal
- Maintain an up-to-date inventory of all company owned hardware including equipment contracts
- Field incoming requests to the Help Desk to ensure courteous, timely and effective resolution of end user issues. Communicate effectively with end users and perform post-resolution follow ups to help requests. Evaluate documented resolutions and analyze trends for ways to prevent future problems
- Use the Help Desk to record, track and document the problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution. Alert management to emerging trends in incidents
- Access software updates, drivers, knowledge bases, and FAQ resources on the Internet/Intranet to aid in problem resolution
- Keep desktop master image up-to-date and image machines for deployment
- Research and push out both Operating System and third-party application updates
- Perform quarterly backups of executive, director, and manager computers and maintain those images
- Install anti-virus software and ensure virus definitions are up-to-date
- Perform preventative maintenance, including checking and cleaning of workstations, printers, and peripherals
- Test fixes to ensure a problem has been adequately resolved.
- Develop documentation and FAQ lists for end users

QUALIFICATIONS:

- Working knowledge of computer hardware, including PCs, MACs, printers
- Experience with desktop operating systems, including Microsoft and Apple
- Experience with the Microsoft Office Suite of products
- Extensive application support experience
- Working knowledge of a range of diagnostic utilities
- Exceptional written, oral and interpersonal communication skills. A polished and professional manner with a focus on rapport-building, listening and questioning skills
- Thorough attention to detailed work

EDUCATION and/or EXPERIENCE:

- College degree in the field of computer science or information systems and/or 5 years related work experience

The AMS offers excellent benefits including competitive salaries, health and dental, very generous retirement plan contributions and investment options through TIAA-CREF, flexible spending benefit, generous paid leave, paid life insurance, flexible work hours to help provide work/life balance, free parking, a casual and relaxed work environment, computing benefit, tuition assistance, professional development opportunities and much more.

To apply go to: <https://home.eease.adp.com/recruit/?id=11725781>