

**JOB DESCRIPTION**  
**FOR**  
**NDACO RESOURCES GROUP**

**FUNCTIONAL TITLE:** Service Desk Technician    **REPORTS TO:** Service Manager  
**ORGANIZATIONAL UNIT:** Service Dept.    **FLSA STATUS:** Full Time Nonexempt  
**INCUMBENT:** Multiple    **DATE:** 1/17/17  
**APPROVED BY:** President    **REVISED:** 1/17/17

**Salary Range:** \$33,000-\$43,000 plus benefits

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**PRIMARY FUNCTION:** The Service Desk Technician works directly with our clients and other technicians and engineers. This position is responsible for answering support calls, responding to e-mails, and remotely supporting basic user problems. The Service Desk Technician assists other technicians and engineers, orders parts and supplies, and performs administrative functions associated with ordering parts/supplies, billings, and time and expense entry.

**ESSENTIAL FUNCTIONS (Fundamental Job Duties and Responsibilities):**

- E1. Responds to service tickets as scheduled by remote access.
- E2. Assists in trouble shooting and resolving technical issues where qualified to do so.
- E3. Assists and coordinates in ordering and securing parts and supplies in support of all related technical and office functions.
- E4. Supports the Service Coordinator as a backup and fills in during their absence.
- E5. Assists with billing and time and expense entry.
- E6. Will apply quick fix system with respective clients and will escalate to applicable technical staff if not resolved within the 15-minute time parameter.
- E7. Maintain a customer satisfaction survey rate of 4 or above.
- E8. Consistently participates in training programs designed to keep certifications up to date on new technology requirements.

**The above statements are intended to describe the general nature and level of work performed by people assigned to this job classification. They are not intended to be an exhaustive list of all skills, effort, responsibilities, and working conditions required of people assigned to this job classification.**

**Education and/or Related Experience:**

Equivalent experience to High School graduate.

**Required Skills:**

Proficiency in software computer skills that will allow the incumbent to communicate effectively with clients and peers.

Excellent verbal and written communication skills.

Customer service skills at a high level to maintain positive client relationships.

North Dakota Driver's License in good standing

**Complexity:**

Ability to understand and interpret computer terminology as it relates to various applications.

Develop a broad understanding and skill set of resolving basic technical issues in support of the ticketing resolution process.

Ability to assist in the tracking and coordination of a multitude of service issues or requests to help assure timely resolution within acceptable service standards.

**Mental Demands:**

Incumbent must be able to multi-task and be able to shift priorities on a frequent basis.

This position requires the incumbent to be even keeled and courteous to customers, clients, and vendors.

**Physical Demands:**

On a regular basis, the incumbent is required to: sit at a desk to write, read, and converse in person or on the phone, respond verbally to inquiries of internal and external contacts.

On a regular basis, the fundamental job duties require operating a PC, telephone, and other office related equipment.

Must infrequently be able to lift a minimum of 15 pounds.

**Supervision of Others:**

None

**Supervision Received:**

Works under the supervision of the Service Manager

**Environment:**

Limited exposure to the natural elements of heat, cold, rain and snow.

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