



**GENESEE/ORLEANS COUNCIL ON ALCOHOLISM AND SUBSTANCE ABUSE, INC.**

**JOB VACANCY**

**IT Help Desk Technician**

**SUMMARY OF DUTIES:**

Full time. Reports to Director of IT/Systems Administrator. Serves as the first point of contact for Employees/customers seeking technical assistance via phone or email (issues would be other than that of the electronic health record). They will perform remote troubleshooting through diagnostic techniques and pertinent questions to determine the best solution based on the issue and details provided by employees. Provide fast and useful technical assistance on computer systems. Answer queries on basic technical issues and offer advice to solve them. Walk the employee/customer through the problem-solving process. Direct unresolved issues to the next level of support personnel. Provide accurate information on IT products or services. Record events and problems and their resolution in logs. Follow-up and update customer status and information. Pass on any feedback or suggestions by customers to the appropriate internal team. Identify and suggest possible improvements on procedures.

**QUALIFICATIONS:**

BS/BA in IT, Computer Science or relevant field or equivalent preferred, or 3-5 years related experience. Must have good technical knowledge and be able to communicate effectively to understand the problem and explain its solution. Must also be customer-oriented and patient to deal with difficult customers. Must have experience as a **help desk technician** or other customer support role. Tech savvy with working knowledge of office automation products, databases and remote control. Good understanding of computer systems, mobile devices and other tech products. Ability to diagnose and resolve basic technical issues. Excellent communication skills. Customer-oriented and cool-tempered. May be responsible for travel to various location as needed. Valid NYS license and clean driving record required. Pre-employment background/post offer drug screening required for external candidates. This is an hourly nonexempt position.

**VACANCY AT:** GCASA, 430 East Main Street, Batavia

**FOR MORE INFORMATION OR TO APPLY:**

Apply online with a cover letter and resume to:

GCASA, Attn: Human Resources

430 East Main Street

Batavia, NY 14020

Phone: 585-815-1801

Email: [kcorcoran@gcasa.org](mailto:kcorcoran@gcasa.org)

**POSTED:**

5/12/2021

**DEADLINE:**

ASAP

Genesee/Orleans Council-on Alcoholism and Substance Abuse does not discriminate on the basis of race, creed, color, national origin, sexual orientation, age, disability, or marital status as decreed by Law, and is in compliance with Title IX of the Education Amendments of 1972, and Section 504 of the Rehabilitation Act of 1973.