



Job title	<i>Information Technology Help Desk Analyst</i>
Reports to	<i>Manager/Director</i>

Position Summary

The IT Help Desk Analyst offers system support and technical assistance to HIC team members. This includes support for employee onboarding, priority 1 and 2 incident support, and request fulfillment. Troubleshoot help desk tickets as they are assigned and develop knowledge documentation on resolutions and root cause.

Qualifications

- Self-directed and self-aware with an approach focused on teamwork
- Adept at setting priorities and effectively managing time
- Comfortable working in a fast-paced work environment.
- A creative problem solver
- Excellent Communication Skills
- 2-3 or more years of IT industry experience with an emphasis on using IT to deliver competitive advantage in a manufacturing setting
- Microsoft products
- Working knowledge of Active Directory and Azure AD
- Familiarity with AV equipment
- Use of remote desktop software
- Dell and Apple hardware
- Associates/Bachelor's Degree in Computer Science or related Industry Certifications
- Strong written and interpersonal communication skills
- Valid driver's license
- Reliable daily transportation for multiple location support

Duties and Responsibilities

- Tiers I & II support for incidents
- Fulfill requests as appropriate
- Provide help desk support to company employees in a 24/7 environment
- Potential night/weekend work with an on-call rotation
- Provide technical assistance for questions and problems
- Identify problems based on incidents
- Diagnose system issues and errors
- Install and change software
- Fix hardware
- Run reports and generate KPIs on issues and problems
- Write and edit work instructions for new and updated software and hardware
- Lead user training on software and hardware
- Document trouble tickets with pertinent information
- Image laptops and desktops



Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Benefits

- 401K with a generous match
- Vacation
- Insurance (Health, Dental, Vision, Disability, Life)
- Bonus Plan
- Unique Wellness Incentives

Why Hudsonville Ice Cream?

At Hudsonville Ice Cream, we offer a first-class work environment with a real family feel. We appreciate and recognize the hard work, and dedication of our team members. We firmly believe that our employee's fiscal, physical, and mental health are essential elements to our organization's overall success. It is with this philosophy in mind that we offer a competitive wage and benefits package that starts day one. Moreover, Hudsonville Ice Cream is committed to its team members continual growth and development.
