

Help Desk Technician

The Diocese of Joliet is seeking to hire a Help Desk Technician. The Help Desk Technician serves as the first point of contact to provide technical assistance to end users. Provides first response resolution regarding hardware issues, software applications, and telecommunications to users both remotely and onsite.

- Demonstrated problem solving and customer service skills
- Self-starter with ability to multi-task with demonstrated ability to deliver quality work product
- Ability to work on a team and coordinate work with staff at all levels in an organization
- Experience with reading, analyzing, and creating descriptive technical writing and policies and procedures
- Certificate or diploma from a technical college in IT, Computer Science or relevant field experience; BS/BA preferred
- Relevant IT Help Desk experience as shown above with exceptional analytical skills

This is a full time position with benefits. Normal workweek is Monday through Thursday 8:00 a.m. – 4:30 p.m. and Friday 8:00 a.m. – 1:00 p.m. Some overtime as required. On-call availability for emergency issues. Requires lifting and transporting moderately heavy objects, such as computers and peripherals; along with bending, stooping, etc. when working with computers and computer systems. Must be able to travel to remote locations as needed.

Qualified candidates please email cover letter, resume and salary requirements to humanresources@dioceseofjoliet.org.