



JOB DESCRIPTION

Job Title: IT Helpdesk Specialist

Department: Information Technology

Location: Store Support Center

Pay Structure: Salaried Non-Exempt

JOB SUMMARY AND PURPOSE

The IT Helpdesk Specialist provides support to the Store Support Center, New York Buying Office, and Retail Store end users for Gabe's.

WORKING RELATIONSHIPS

Reports to the Help Desk Supervisor. Works closely with end users at the Corporate Offices and Retail Stores.

DUTIES AND RESPONSIBILITIES

- ★ Answers user inquiries regarding computer software or hardware operation to resolve problems.
- ★ Installs and performs minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.
- ★ Sets up equipment for employee use.
- ★ Ensures proper installation of cables, operating systems, or appropriate software.
- ★ Maintains records of daily data communication transactions, problems, and remedial actions taken or installation activities.
- ★ Confers with users to establish requirements for new systems or modifications.
- ★ Develops training materials and procedures or trains users in proper use of hardware or software.

QUALIFICATIONS AND EXPERIENCE

- ★ Bachelor's degree or IT trade school education in a related field or equivalent experience.

KNOWLEDGE, SKILLS, AND ABILITIES

- ★ Experience with Windows 10 (or other Windows Operating System background)
- ★ Experience with remote support
- ★ Experience with phone technical support
- ★ Customer Service experience
- ★ Excellent communication skills
- ★ Ability and motivation to work independently
- ★ Ability to work effectively and proactively as a member of the cross-functional team by communicating clearly and focusing on team objectives
- ★ Ability to build relationships, be personable, maintain a positive attitude, and collaborate with others
- ★ Ability to identify and execute priorities with a sense of urgency
- ★ Ability to facilitate multi-tasking in a fast-paced environment

SUPERVISION

This position does not have supervision over any Associates.

COMPETENCIES

- ★ **Decision Quality** – Make correct decisions based on analysis, experience, and judgement.
- ★ **Drive for Results** – Push themselves and others consistently to meet or exceed goals.
- ★ **Managing and Measuring** – Assign responsibility and set clear, measurable objectives.
- ★ **Total Work Systems** – Is dedicated to providing organization or enterprise-wide common systems for designing and measuring work processes; seeks to reduce variances in organization processes; delivers the highest quality products and services to meet the needs and requirements of the internal customers; is committed to

continuous improvement through empowerment and management by data; leverages technology to positively impact quality; is willing to re-engineer processes from scratch.

- ★ **Customer Focus** – Establish a relationship with customers to glean first-hand information that will enhance their experience as well as our products and services.
- ★ **Action Oriented** – Enjoys working hard and enthusiastically taking on new challenges. Focuses on solutions – not problems.
- ★ **Functional/Technical Skills** – Accomplish a job with complete technical and functional knowledge and skills.
- ★ **Technical Expertise** – The ability to demonstrate depth, knowledge, and skill in technical areas; effectively applies technical knowledge to solve a range of problems; possesses an in-depth knowledge and skill in a technical area; develops technical solutions to new or highly complex problems that cannot be solved using an existing method or approach; is sought out as an expert to provide advice or solutions.
- ★ **Communications** – Is able to communicate quickly and professionally in a variety of communications settings and styles. Can express themselves clearly and concisely and is easily understood.
- ★ **Ethics and Values** – Adhere to appropriate core values and beliefs during good and bad times; acts in line with those values.
- ★ **Peer Relations** – Find common ground and solve problems in a balanced manner that gains the trust and support of peers.
- ★ **Approachability** – Builds rapport and puts others at ease; easy to talk to; listens.
- ★ **Product Focus** – The ability to maintain direction and stay on target with the goals and project at hand to enhance the customer experience with our products and services.

PERFORMANCE MEASURES

- ★ Effective communication and organizational skills
- ★ Service Standards

DISCLAIMER

This description does not state or imply that the duties listed are the only duties to be performed by the position incumbent. Justification for information provided in the job description may be requested. Employees are required to follow job-related instructions and perform other job-related activities assigned by their supervisor.

All requirements are subject to possible modification in order to provide a reasonable accommodation to individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves, other employees, or the public.