



## **Job Description: Part Time IT Help Desk Support**

### **Our Firm**

Capsim® Management Simulations Inc® designs, builds, and delivers the renowned Capstone® Business Simulation, in addition to a suite of related business simulations used at universities and corporations worldwide. Our philosophy is simple, people learn best by doing. Participants use their business skills to run a virtual company in a competitive marketplace. Our clients include undergraduate and master programs at major universities and Fortune 1000 corporations.

Based in downtown Chicago, Capsim® employees have been taking advantage of all the city has to offer, from our amazing location and views to various company outings around the city. We are proud to invite our customers and candidates to visit our office and get a taste for our company culture. Here at Capsim, we have fun and make a difference.

### **The Business Area**

At Capsim, we own every challenge and solution. Our Technology Group works in the capacity of development, staging and uses mirrored production servers to minimize disruption to end users during system upgrades and outages. One of our major competitive strengths is our commitment to customer service through support of our products. We define our success by the success of our clients.

### **Responsibilities:**

- Provide help desk support and resolve problems to the end user's satisfaction
- Monitor and respond quickly and effectively to requests received through the IT help desk
- Monitor Service Desk for tickets assigned to the queue and process first-in first-out based on priority
- Modify configurations, utilities, software default settings, etc. for the local workstation
- Assist with onboarding of new internal users
- Ensure each workstation has a computer, monitor, keyboard, mouse, hard drive, and any additional specialized equipment
- Install, test and configure new workstations, peripheral equipment and software
- Streamline hardware and software systems with imaging technology.
- Maintain inventory of all equipment, software and software licenses
- Report issues to the Director for escalation purposes
- Manage PC setup and deployment for new employees using standard hardware, images and software
- Assign users and computers to proper groups in Active Directory
- Perform timely workstation hardware and software upgrades as required
- Install and repair hardware, as necessary, by working closely with service vendors.
- Stay current with the latest developments in MIS technology.
- Responsible for "on-call" for all periods as assigned by manager.

Secondary Duties and Responsibilities include the following. Other duties may be assigned.

- Meets physical demands of the position including the ability to lift and handle heavy materials, bend, stoop and stretch as required for placement and retrieval of materials or equipment.

**Qualifications:**

- Bachelor's degree or equivalent experience
- 2 years' experience in a computer lab

**This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbent will follow any other instructions, and perform any other related duties, as may be required of the supervisor.**

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**ACKNOWLEDGED: Employee**

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**DATE**

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**PRINTED NAME**