



## Help Desk Associate Position Description

<b>Pay Classification:</b>	Non-exempt
<b>Accountable to:</b>	Vice President
<b>Accountable for:</b>	Client satisfaction
<b>Position Overview:</b>	The Help Desk Associate is responsible for providing technical support and assistance to clients and staff.

### Overview of Responsibilities:

- Uphold and honor the MM Core Values, Mission, Vision, and Objectives
- Follow all company policies and procedures
- Provide friendly and effective IT support for clients and staff
- Trouble shoot client and staff IT issues
- Train clients how to use MM programs
- Other duties as assigned

**Budget Authority:** All purchases should be requisitioned through your supervisor.

**Evaluation:** Evaluation will be on an ongoing basis in periodic staff meetings and in private conversations. Typically, we hold sit down check-ins two times per year. Performance evaluations will be based on degree and quality of completion of the job description, plus any additional goals agreed upon at the beginning of the evaluation period. Compensation adjustments will be based on quality and quantity of work performed and overall value that the individual brings to the company.

**Conduct:** It is understood that every employee will make a good faith effort to conduct themselves in a friendly and professional manner at all times. Biblical standards are the overarching guidelines we will adhere to. The MM Core Values serve as a guide and a benchmark for our behavior.



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### 90 Day Goals

- 1) Become acquainted with all current software packages necessary in order to fulfill job responsibilities.
- 2) Become familiar with all staff and their respective roles and responsibilities.
- 3) Begin to acquaint with client base.
- 4) Learn and begin to complete the job responsibilities.