



HINO MOTORS MANUFACTURING USA, INC.

45501 Twelve Mile Road
Novi, MI 48377
Fax: (248) 442-9068

DATE: 10/24/2019

JOB DESCRIPTION

HINO TITLE: Helpdesk Specialist

MARKET TITLE: Helpdesk Specialist

JOB DUTIES:

This primary role for this position will be daily helpdesk activities for our office staff with an opportunity to expand into an infrastructure specialist role. This person will need to have broad knowledge in areas such as Microsoft office products, PC's, printers and be able to quickly troubleshoot and resolve technical problems. This position will interact with the IT function at both the Corporate and plant level.

Responsibilities include

❖ Helpdesk

- Windows 7 & 10 operating system support.
- PC Hardware & software support.
- PC imaging.
- Create & manage user accounts within Active Directory & Microsoft O365.
- Setup desk phone & voicemail.
- Troubleshoot user problems & requests.
- Create and manage helpdesk tickets.
- Asset management. Tagging assets & updating the asset database.
- Coordinate off site computer repairs with third party vendors.
- Troubleshoot printer problems. Order printer supplies.
- Setup smart phones with an MDM (mobile device management) system.
- Assist users with troubleshooting Polycom and Skype connectivity issues.
- Server room organization & cleaning. Network cable management.
- Creating PO's and ordering IT related office equipment as needed.
- Entry level server administration.
- Windows patching at the client level.

❖ Soft Skills

- Customer Service Focus
- Team Player
- Willingness to adapt quickly to change
- Desire to learn
- Self-motivated
- Communication: Verbal training, written documentation

Hino Motors Manufacturing U.S.A., Inc. (HMMUSA) provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, HMMUSA complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities.



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JOB REQUIREMENTS:

- ❖ **Required Knowledge and Skill Sets:**
 - Ability to work in a fast-paced environment.
 - Excellent attention to detail.

- ❖ **Experience:**
 - Minimum of 1 years of helpdesk related experience.
 - SCCM experience is preferred but not required.

- ❖ **Education:**
 - Associate degree or comparable IT certification required

- ❖ **Other:**
 - Position might require moving equipment up to 10 pounds or less
 - Position does not allow telecommuting and employee must be present in the office

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