

Job Summary:

Help-Desk Specialist will provide maintenance of the computer desktop environment by analyzing requirements, resolving problems, installing hardware and software solutions, and supporting the internal IT Helpdesk. Help-Desk Specialist will be responsible for administration and internal support of the Company's PCs, printers, and related equipment. Tasks include end user support, license tracking, and performing PC maintenance, upgrades and configurations.

The Help-Desk Specialist will work within a team of IT Infrastructure personnel, as well as in conjunction with personnel from other teams and departments, to support the company's IT strategies and ensure the streamlined operation of the IT department in alignment with the company's business objectives.

Job Responsibilities:

- Provide helpdesk support and resolve problems to the end user's satisfaction
- Monitor and respond quickly and effectively to requests received through the IT helpdesk
- 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
- Utilize and maintain the helpdesk tracking software
- Document internal procedures
- Assist with onboarding of new 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
- Maintain inventory of all equipment, software and software licenses
- Report issues to the Service Desk for escalation
- 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 computer workstation hardware and software upgrades as required

Qualifications:

- Three or more years of technology experience
- Microsoft MCITP or equivalent experience
- Proficiency in English
- Working knowledge of help desk software, databases and remote control

- Strong client-facing and communication skills
- Advanced troubleshooting and multi-tasking skills
- Customer service orientation
- BS degree in Information Technology, Computer Science or equivalent
- Strong Computer Skills and the Ability to Troubleshoot and Diagnose Problems
- Familiarity with both PC and Mac Hardware and Software
- Experience with Network Repairs and Analysis
- Good Customer Service Skills,
- Ability to Communicate Effectively to help customers fix their issues and feel satisfied with the experience
- Writing and Editing Skills to aid in writing and updating manuals,
- Education in Computer Repairs and how to Troubleshoot Problems and Specific Knowledge of other required Computer Systems for different work environments.
- BS degree in Information Technology, Computer Science or equivalent