

Help Desk III

Benefits: Candidates on temporary assignment may qualify for our competitive benefits package which includes group health, life and disability insurance and voluntary benefits such as retirement savings and holiday pay.

Salary range: \$28.00 to \$32.00 hourly
Employment status: Contract / Temporary

Description

Key Responsibilities: Provide technical support to end-users via phone, email, and in person to troubleshoot and resolve complex hardware and software issues. Demonstrated expertise in Microsoft Windows and Microsoft Office Suite, including advanced troubleshooting and problem-solving skills. Proficiency in utilizing a ticket or case management system to manage and prioritize help desk tickets and ensure timely resolution of technical issues. Manage and prioritize help desk tickets and ensure timely resolution of all technical issues. Lead and mentor a team of help desk professionals to provide high-quality technical support services. Develop and maintain IT policies and procedures and ensure adherence to them. Collaborate with other IT professionals to implement new technologies and improve existing systems and infrastructure. Perform regular maintenance and updates of software and hardware systems. Manage software licenses and ensure compliance with licensing agreements. Keep up-to-date with new technologies and industry trends and make recommendations for improvements to the organization's IT infrastructure and operations.

Requirements

Qualifications: 5+ years of detail oriented experience in a help desk or technical support role. Strong technical knowledge of Microsoft Windows and Office Suite, network infrastructure, and common business applications. Experience with virtualization technologies, cloud computing, and mobile devices. Strong customer service and communication skills with the ability to explain technical issues to non-technical users. Proven leadership skills with the ability to lead and mentor a team of technical support professionals. Knowledge of ITIL or other IT service management frameworks is a plus. Certifications such as CompTIA A+, Network+, Security+ are a plus

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