

Help Desk Technician

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: DOE

Employment status: Contract / Temporary

Description

We are looking for a tech-savvy help desk technician to be responsible for providing technical assistance with computer systems, hardware, and software. As a help desk technician, you are responsible for responding to email, chat, or phone queries and offering technical support to customers using computer systems, hardware, and software.

To be a successful help desk technician, you should be well-versed in all aspects of computer systems configuration, set up, and maintenance. You should also have excellent interpersonal and communication skills.

Apply today for immediate consideration!!

Help Desk Technician Responsibilities:

- Responding to queries on the phone, via email, in person, or through remote access.
- Offering technical assistance on the delivery, configuration, set up, maintenance, and troubleshooting of computer systems, hardware, and software.
- Training computer users.
- Training other staff on troubleshooting and diagnosing problems.
- Gaining feedback from customers to improve training methods.
- Writing and editing training manuals.
- Running reports and analyzing common complaints and problems.

Requirements

Help Desk Technician Requirements:

- An Associate's degree in computer science or related field.
- A strong working knowledge of computer systems, hardware, and software.
- Good problem-solving, analytical, and team-working skills.
- Excellent communication and interpersonal skills.
- An openness to learning new technologies.

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