



HELP DESK SPECIALIST - NORTH CAROLINA – FULL-TIME

We are looking for a customer service-oriented IT Help Desk Specialist to provide technical support to users in an efficient and accurate manner. You will be providing IT support to our customer base and our field technicians, with the goal of making sure customer value is maintained to the standards set forth by the company.

RESPONSIBILITIES

- Provide first and/or second level support to contact and convey resolutions to customer issues
- Properly escalate unresolved queries to the next level of support
- Track, route and redirect problems to correct resources
- Update customer data and produce activity reports
- Monitor customer's backups and perform patch updates
- Walk customers through problem solving process
- Follow up with customers, provide feedback and see problems through to resolution
- Utilize excellent customer service skills and exceed customers' expectations
- Ensure proper recording, documentation and closure
- Recommended procedure modifications or improvements
- Preserve and grow your knowledge of help desk procedures, products and services

REQUIREMENTS

- Proven working experience in providing IT help desk support
- Working knowledge of help desk software, databases and remote control
- Strong client communication skills
- Advanced troubleshooting and multi-tasking skills
- Customer service orientation
- Coordinate field technician and the pending calls
- IT certifications a plus

EXPERIENCE

- IT support: 1 year (preferred)
- Technical support: 1 year (preferred)

BENEFITS

- Health insurance
- Dental insurance
- Vision insurance
- Retirement plan
- Paid time off

This is an entry level position with room to grow. If you feel like your skills are a good match, fill out the attached application!