

HELP DESK POSITION JOB DESCRIPTION

RESPONSIBILITIES:

Provide user support and customer service on company supported computer applications and platforms. Troubleshoot problems and advise on the appropriate action. Daily responsibilities include responding to requests for technical assistance in person, via phone, electronically, diagnosing and resolving technical hardware and software issues, researching questions using available information resources, advising user on appropriate action, following standard help desk procedures, logging all help desk interactions, administering help desk software, redirecting problems to appropriate resource, identifying and escalating situations requiring urgent attention, tracking and routing problems and requests and document resolutions, preparing activity reports, staying current with system information, changes and updates.

QUALIFICATIONS

REQUIRED EDUCATION/SKILLS: Bachelor's Degree in Computer Science or related discipline. Working knowledge of fundamental operations of relevant software, hardware and other equipment. Knowledge of relevant call tracking applications. Knowledge and experience of customer service practices.

DESIRED SKILLS: Strong oral and written communication skills, learning skills, customer service orientation, problem analysis and problem-solving abilities, adaptability, planning and organizing, attention to detail, stress tolerance.

Security Clearance Required: Secret